



Cancellation Policy

Dear Client,

We understand that unanticipated events happen occasionally in everyone's life. In our desire to be effective and fair to all of our clients and out of consideration for therapists' time, we have adopted the following policies - **please read and initial each box:**

24 hour advance notice is required when canceling an appointment. This allows the opportunity for someone else to schedule an appointment. If you are unable to give your therapist a reasonable amount of advance notice you may be charged 50% for your missed appointment.

No-shows: Due to the high demand for appointments with our Therapists at These Hands Massage, "no shows" to scheduled appointments will be required to pay half the amount of service the first time and full amount the second time. Future service will be denied until payment is made (as stated above) and a credit card will be required to secure future appointments.

Arriving late: Appointment times have been arranged specifically for you. If you arrive late, your session may be shortened in order to accommodate others whose appointments follow yours. Depending upon how late you arrive, your therapist will then determine if there is enough time remaining to start a treatment. Regardless of the length of the treatment actually given, you will be responsible for the full session, however we will do our best to satisfy the scheduled time.

illness: If you are sick with flu-like symptoms please cancel and re-schedule your appointment. (I.E.: coughing, sore throat, nasal/chest congest and/or vomiting.)

Out of respect and consideration to your therapist and other customers, please plan your visit accordingly. **Please arrive 10 min early on your first visit to fill out an Intake Form**

Thank you for your cooperation. We look forward to having you as our client!