



I'd like to take this opportunity to share my cancellation/no show policy:

All Hours are by Appointment Only .

Appointments are an agreement to reserve a portion of available appointment time. Please arrive a few minutes early. Your session time includes consultation, assessment, treatment, dressing time, and check in/check out. I understand that unanticipated events happen occasionally in everyone's life. With the desire to be effective and fair to all clients, the following policies are requested to be honoured:

Cancellation Policy

A minimum of 24 hour advance notice is required when cancelling an appointment. This allows the opportunity for someone else who may be in pain to schedule an appointment. If you are unable to give 24 hours advance notice you will be charged the full amount of your appointment. This amount must be paid prior to your next scheduled appointment.

Please endeavour to contact me within business hours if you need to cancel or rearrange. Any contact outwith business hours will be dealt with from time of opening the next day.

No-shows

Anyone who either forgets or consciously chooses to forgo their appointment for whatever reason will be considered a "no-show." They will be charged for their missed appointment.

Late Arrivals

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 payment of the "full" session. In order that you are ensured your full treatment time and in consideration to your therapist and other customers, please plan accordingly and try to be on time.

Gift Certificates/Pre Paid Packages

If you book a session with a gift certificate and do not give 24 hours notice for cancellation the gift certificate will be used as payment for that session. If you do not attend your booked appointment, the gift certificate will be redeemed as payment for the missed session. If you arrive late for your session the full amount of the gift certificate will be redeemed at the end of your session.

Clients who have pre-paid for sessions or packages will have the cost of the missed/late cancelled appointment deducted from the package or the single session they have pre-paid.

Repeat Last Minute Cancellations

Clients who make repeated last minute cancellations and/or miss appointments may be required to pre-pay for sessions as a means of a reservation fee.

All circumstances will be dealt with on an individual basis so please make contact as soon as possible to let me know if you're having any issues regarding planned appointments. I would prefer to work through it with you and solve any issues you may have to avoid any complications.

If you have any questions, please feel free to call me on 07496855656 or email stephanie@resetbodywork.co.uk

I value you as my client and appreciate your business!

Warm Regards,

Stephanie Milne
Massage Therapist @ Reset Bodywork & Massage