

Broken Appointment Policy

When you book a service with any of the therapists at Spirit & Body Massage, we reserve that time slot - just for you - because we know that your time is valuable. In keeping with that philosophy, we know you also value the time and effort invested by our team, so we have updated our Broken Appointment Policy. Going forward, we will be requiring a credit card on file to book appointments at Spirit & Body Massage. Your card will not be charged at that time, it simply reserves your appointment.

Please check each box and sign below - indicating that you have read each section.

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Reschedule/Cancellation

With respect for our professional time, we do ask for at least 48 hours notice to cancel or reschedule your appointment. If it is less than 48 hours, a fee equal to 50% of the full-service price will be automatically charged to your card on file. If the card on file is declined for any reason, we reserve the right to have your account paid in full to reschedule.

Prepaid packages and gift certificates will not be utilized.

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No-Shows

A missed appointment, whether forgotten or intentional is considered a 'No-Show.' Since there is no opportunity to rebook that reserved appointment time, a fee equal to 100% of the full-service price will be automatically charged. If the card on file is declined for any reason, we reserve the right to have your account paid in full to reschedule.

For prepaid packages, (1) session will be removed in lieu of charging the card on file. For gift certificates on file, it will be used in lieu of charging the card on file.

For repeat "No Show" clients, we will request 100% of the full-service price during scheduling. This amount is non-refundable if appointment is broken in any form.

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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 the "full" session. Out of respect and consideration for your therapist and other customers, please plan accordingly and be on time (5-10 minutes early is ideal).

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Emergency Situations

We understand that emergencies happen. Please be considerate of our team and call as soon as possible. We will take the time to evaluate on a case-by-case basis.

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Best Communication

Messages/emails/texts sent to our social media accounts or our team's social media accounts may not be seen in time so please communicate via phone: 928.533.9247

Thank you for your consideration. We promise to respect your time as well and inform you of any appointment changes. We will notify you asap if your therapist has an emergency or falls ill.



Printed Name _____

Signature _____

Date _____