

Massage Cancellation Policy

- Please understand that we frequently turn people away because our schedules are already full. Canceling or rescheduling an appointment on the same day does not give us much time to refill the appointment slot.
- Because your therapist reserves their time specifically for your session, we ask that you give at least **24 hours' notice** for rescheduling or canceling. Canceling or rescheduling with less than 24 hours' notice may result in a fee being charged for half the service amount. This fee will be billed to the card we have on file OR you must pay this fee before scheduling your next massage.
- No-shows will be charged the full amount of the service scheduled. Please note that canceling with less than an hour's notice is considered a no-show as we have no time to try and refill your spot.
- Feel free to text **Kate at (540) 558-8487** to reschedule or cancel.

We understand that things happen, so emergencies (illnesses, hospitalizations, death in the family, etc.) are handled on an individual basis at our discretion.

In case of inclement weather, we will of course waive all fees.

If you are running late...

- Please text Kate and let her know as soon as possible. We again understand that sometimes things happen that are out of your control.
- If she has a client scheduled right after you, she will have to shorten your session accordingly. Full price will be charged for the actual scheduled time.
- However, if she has time available after your appointment, Kate will make every reasonable accommodation to make sure you receive your scheduled amount of time.

Have Questions About Our Cancellation Policy?

Please contact us and let us know. We will be happy to address any questions or concerns about our policies.

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