



Spirit Massage & Bodywork LLC

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## **No Show Policy**

Version 1.2  
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Presented by:  
Customer Care

## No Show Policy

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### Introduction

We understand that unanticipated events happen occasionally in everyone's life and are happy to honor your business as follows. If there are any health issues present at the time of your scheduled massage session that might make massage a bad idea, including fever/cold/flu/sickness, please contact us **BEFORE** arriving for your massage. If you are pregnant at the time of your class session or massage appointment, please contact us **BEFORE** attending arriving for your massage.

By booking this appointment, you authorize this business to charge your credit card a no-show fee of up to 100% of the scheduled value should you miss your appointment without proper notification.

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### Definitions

A **No-Show** is a situation in which a person simply does not show up for their scheduled appointment and does not call or email to let us know that they are going to miss their appointment. We make sure to come to the massage studio on time, set up the room, reserve the time, tell other people who ask about that time slot that they cannot have it because it has already been reserved, and then wait and the person does not show up. It is unfair to our therapist(s) and to others who may have wanted the slot I was reserving, in good faith, for someone who cannot even bother to notify us that they will not make it to their appointment.

A **Late Cancellation** is a situation in which a person contacts us less than 24 hours in advance of their scheduled appointment to let us know that they will not be able to make it. In this case, **the person is charged a penalty of 100% of the cost of the missed session or voucher is forfeited.**

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### Appointment Confirmations

Clients receive an automated email confirmation when appointments are scheduled, cancelled, or a reminder email 24-48 hours before you scheduled appointment. Add Schedulicity.com to your trusted sites and check SPAM filters for emails from Schedulicity. We do not send appointment confirmations via phone call. Occasionally as a courtesy, clients maybe contacted by phone to receive earlier appointment times due to late cancellations or No Shows.

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### Reliability Rating

A client's Reliability Rating indicates the likelihood that he or she will keep their scheduled appointments. When you are flagged for an appointment as a no-show, your Reliability Rating is decreased. Clients with a 3.5 rating will no longer be able to book appointments with us.

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### Social Marketing Voucher Rescheduling

You may reschedule your appointment **ONE TIME ONLY**; further rescheduling may result in forfeiting your voucher. **24 hour advance notice is required** when canceling an appointment. If you are unable to provide 24 hours advance notice your voucher may be forfeited.

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### Late Arrivals

Out of respect and consideration to your therapist and other customers, **please** plan accordingly and be on time. 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 determine if there is enough time remaining to start a treatment. However, if you do not arrive 15 minutes after your appointment time, you are marked as a No Show (unless we previously arranged with your therapist) . Regardless of the length of the treatment actually given, **you will be responsible for the “full” session.**

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### Waivers

We will only waive no show/late cancellation fee if you are unable to reschedule within the 24-48 hours before your appointment due to immediate medical emergencies, natural disasters/power outages, and death in the family. All waivers are approved by management on a case by case basis.

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### Contact Information

Spirit Massage & Body work at 877-987-3529. Voicemails are turned within 24 hours or the next business day. (except holidays or planned service outages). Notifications for service disruptions are posted on the web and sent via email.

If you are unable to reach someone by phone, contact Customer Care via web at [spiritmassage.com](http://spiritmassage.com) under Contact Page.

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