



## Massage Cancellation Policy

In order to protect our massage therapists and provide the best customer service possible to our patients, we require a 24-hour notice to cancel any massage appointments.

Although our massage therapists often have a waiting list of clients, no-shows and last - minute cancellations greatly impact their schedule.

Recognizing that when you book an appointment, time is set aside just for you, and missed appointments prevent us from accommodating other clients, we find it necessary to charge a cancellation fee for **no-shows** and **last-minute cancellations**.

- For cancellations with less than a 24-hour notification the following fees will apply:  
**\$45** fee for **60-minute massages**  
**\$60** fee for **90-minute massages**
- **No shows will be charged the full amount of the scheduled massage.**
- You may cancel your appointment without a charge up to 24-hours prior to your appointment by calling our office at: 414-962-5483, or by responding to your massage reminder text.
- This policy applies to gift certificate and massage package holders as well.

If an emergency arises, please let us know, so that we can treat your specific situation with personal attention. We recognize that there are circumstances that are out of your control (sudden illness, family emergencies, etc.) and your therapist may make an exception to the above policies on those rare occasions.

*Please note: We now require a credit card on file to reserve your appointment. The card will be charged only if you fail to show up for your appointment or cancel with less than 24-hour notice.*

We greatly appreciate your understanding and cooperation!

Patient Name: \_\_\_\_\_

Date: \_\_\_\_\_