

I understand that unanticipated events happen occasionally in everyone's life. Business meetings, project deadlines, flight delays, car problems, snowstorms, and illness are just a few reasons why one might consider canceling an appointment. In my desire to be effective and fair to all of my clients and out of consideration for my time, I have adopted the following policies:

- 24 hour advance notice is required when cancelling an appointment.

This allows the opportunity for someone else to schedule an appointment. I often have clients hoping to take an earlier session. 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. If you have purchased a package of sessions, one may be deducted if you prefer.

- 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 and future service will be denied until payment is made. Groupon redemption certificates or gift certificates for Handworks Massage llc may be used as payment for the missed session.

- Arriving late

Appointment times have been arranged specifically for you. If you arrive late your session may be shortened in order to accommodate others whose appointments follow yours. Depending upon how late you arrive, I 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 to me and other customers, please plan accordingly and be on time.

I LOOK FORWARD TO SERVING YOU.