

Cancellation & Tardiness Policy:

If I am not able to make a scheduled appointment, I agree to cancel the appointment in advance to avoid cancellation fees.

SKP Massage is committed to providing all our clients with exceptional care. When a client cancels without giving enough notice, they prevent another client from being seen.

SKP Massage does take illness and emergencies into consideration for late cancel and missed appointments, at our discretion. Please call us at 567.246.8063 by 4:00pm on the day prior to notify us of any changes or cancellations. To cancel a Monday appointment, please call our office by 4:00 pm on the Saturday prior, as our office is closed on Sundays. Please use this same consideration for cancelling around the holidays when our office may be closed. For same day cancellations, the client will be charged 40% of the original appointment charge. If prior notification is **not** given, resulting in a “no call-no show,” the client will be charged the full session amount, for the missed appointment. This charge will be billed to your account and you will need to have that charge paid in full before your next appointment. We will send you an invoice via email and USPS to notify you, as well as a phone call. As for tardiness, if a client is over 10 minutes late for their scheduled session, the length of the session will be shortened accordingly. If a client shows up at the half-way point of their session or beyond, that appointment will need to be rescheduled. The client will still be charged the full amount of the scheduled session in any instance that they are tardy.

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