



# TENSEGRITY

sports massage

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www.tensegrity.me.uk

## CANCELLATION POLICY

**Appointments are time slots reserved for you so that no other services are scheduled.**

If you must cancel your appointment it is very important to give a full 24-hour notice so that the time that was set aside for you can then be allotted to another in need.

We thank you for your consideration and understanding concerning this matter.

### MISSED APPOINTMENT

I understand that if I fail to arrive for an appointment without a 24-hour cancellation notice, that session is considered missed and I will pay the full amount for the missed appointment. I understand that any gift certificate associated with my appointment will count as services rendered.

### LATE START

I understand that to get the most from my session, and to be fair to the therapist and other patients, sessions start and end on time. I understand that if I am late, this may result in a shortened session for which I will still pay the full amount.

### CANCELLATIONS

I understand that there is a 24-hour cancellation policy and that when I cancel with at least a 24-hour notice I will incur NO CHARGE.

We are aware that emergencies, bad weather and illnesses happen. Cancellations due to those instances cannot be helped. In those circumstances there will be no charge incurred for missed appointments. We simply ask that you try to call as soon as you know you will not be able to make your appointment.

If you think you have a cold or a virus, could you please reschedule your appointment for when you feel better.

I have read and understand the above policies.

PRINT NAME BELOW

SIGN INITIALS BELOW

DATE BELOW

\_\_\_\_\_  
(Printed name)

\_\_\_\_\_  
(Signed initials)

\_\_\_\_\_  
(Date)