

CANCELATION POLICIES:

IN AN ATTEMPT TO BE EFFECTIVE AND FAIR TO ALL CLIENTS AND THE OWNER/THERAPIST, BY SCHEDULING WITH LOTUS ORGANICS DAY SPA YOU AGREE TO ABIDE BY THE FOLLOWING CANCELATION POLICIES:

48 hour advance notice is required when canceling or changing a scheduled appointment or service. This allows the opportunity for someone else to schedule an appointment or for scheduling adjustments to be made. If you do not give at least 48 hours advance notice, you will be charged the **full amount** of your originally scheduled appointment. This amount must be paid prior to your next scheduled appointment but will not apply to the cost of your next appointment. Failure to pay will result in all future appointments being canceled. Please note that confirmation texts may be done as a courtesy but are not promised by the therapist. **It is the client's responsibility to make sure all personal and work calendars are updated with correct appointment dates and times!**

No-shows

Anyone who either forgets or consciously chooses to forgo their appointment without notice for whatever reason will be considered a "no-show." They will be charged in full for their missed appointment and must contact the owner to discuss future appointments. Failure to respond to the owner within 48 hours of the missed appointment will result in all future appointments being canceled.

Late Arrivals

If you arrive late, your session may be shortened to accommodate others whose appointments follow yours. Depending upon how late you arrive, your therapist will then determine if there is enough time remaining to start a treatment. Regardless of the length of the treatment given, **you will be financially responsible for the full session** at the originally scheduled service price. Out of respect and consideration to your therapist and other clients, please plan accordingly and be on time.

Illness or Emergency

It is understandable that things out of our control will happen. If there is an illness with yourself or a member of your immediate family, please notify the therapist at the earliest indication of sickness so that your appointment may be rescheduled to protect the immune systems of all parties involved. In the event of an emergency with yourself or an immediate family member, please also notify the therapist at your earliest convenience. Prompt and *honest* communication with the therapist may save you from having to pay the 100% cancellation/no show fee. Please note that lack of childcare, work meetings, and last-minute travel are not considered emergencies, and the cancellation fee may still apply. Please plan accordingly.

Moving Forward After Cancellations/No Shows

In the event that you must reschedule or cancel your appointment, if communication is timely and honest, the client will not incur any consequences with future scheduling. Clients "forgetting" appointments, double-booking other obligations, failing to communicate changes or cancellations, canceling or changing appointments frequently, or being dishonest with their reasoning may be asked to pre-pay for future sessions and/or forbidden from future scheduling. Again, lack of childcare, work meetings, and last-minute travel may not be excusable. Please schedule accordingly around other possible work and personal obligations.