

MASSAGE CANCELLATION POLICY

Although our Massage Therapist often have a waiting list of clients, No-Show or Last-Minute Cancellations greatly impact their scheduling.

Recognizing that we do set aside the scheduled time just for you, have other clients to consider, and have to maintain a smoothly running business, we now find it necessary to charge for:

NO-SHOW APPOINTMENTS LAST MINUTE CANCELLATIONS

The Massage Therapists and Oregon Spine and Disc respectfully ask that you

Give a 24-hour notice of cancellation. Please Call 503-626-3700.

If we cannot answer, leave your information on our voice mail.

Sorry, cancellations made via email are not accepted.

- Prepaid appointments will be transferred to credit (minus No-Show fee) to be used at a later date.
- Appointments made within 24 hours are automatically subject to cancellation fees.

APPOINTMENT / CANCELLATION POLICY

CANCELATION FEE: \$40.00

**First Last Minute Cancellation or No-Show is waived as a courtesy.*

GIFT CERTIFICATES: Same policy applies.

LATE ARRIVAL: No fee is charged but your appointment will end at the scheduled time.

EMERGENCIES: We understand that emergencies and illnesses occur. If you have a fever, have been in the hospital, have been vomiting or diarrhea within 24 hours of your scheduled appointment, or your children are ill and need you at home, please cancel. Equally, if there is an ice storm, and you prefer not to drive or walk on the ice if you do not have to. Feel free to call and reschedule your appointment. There is NO CHARGE for these types of cancellations.

Other exceptions may apply.

PLEASE NOTE:

We will do our best to remind you of your appointment (we will send you a text) and we usually carry a waiting list of clients. Given enough notice, we can usually fill most appointments. Even if less than 24-hours of your appointment, please give us as much notice as possible and we will do our best to fill the appointment and avoid any cancellation fees.

If there's simply no way of avoiding a short-notice cancellation, remember that you can send a friend or family member, or your boss or a client you need to earn points with to enjoy the massage!

Please Sign _____ Date _____

Thank you, Oregon Spine and Disc