

At Body Mind Inc, we understand that unanticipated events occur in everyone's life. Unforeseen events such as flight delays, car problems, traffic considerations, and business meetings are just a few reasons why one might consider canceling a massage appointment.

In our commitment to provide a unique and outstanding massage experience to all of our clients and out of consideration for our therapists' time, we have adopted the following policies:

ARRIVAL TO THE STUDIO

Please arrive for your appointment(s) 10 minutes prior to the scheduled starting time. This allows you the time to fill out the appropriate client form, change and prepare for the service. All services offered have a specific time schedule and early arrival allows for a relaxed and unhurried experience. If late arrival is inevitable, your service(s) may be shortened in order to keep on schedule.

CANCELLATION POLICY

A credit card will be required to guarantee your appointment and reserve that time for you. Your card will not be charged, however you may use it to pay for services at the completion of your appointment. The total amount of the services scheduled will be charged in full for clients who "no-show" or fail to cancel their reservation within a 24-hour time period. If you need to make a change to the reservation on the day of the service, such as moving the appointment time, a fee may be applied due to limited availability.

LATE ARRIVAL POLICY

As a courtesy to our other guests and staff, no-show appointments will be automatically cancelled 15 minutes after scheduled start time and charged according to cancellation policy. We regret that late arrivals will not receive extension of scheduled appointments. In special cases, and when our schedule will allow, we may be able to accommodate a partial or full appointment. This will be at our discretion and only with proper, advanced notification of your late arrival.

NOTE: We understand that in some cases full prepayment may not be possible due to timing and funds availability. We truly do want each and every client to be able to experience our services and we will do whatever is possible to accommodate every situation. Please feel free to discuss an acceptable prepayment option to hold your appointment, package or service. We are quite happy to arrange a reasonable prepayment.

If you have any questions about our Cancellation Policies, please contact us at (616) 334-5881 or email pia.bodymind@gmail.com