

SKIN MediSpa Massage Cancellation Policy

We are aware that client schedules can change to meet the needs of work, family and personal circumstances and that sometimes, these changes occur with little notice.

When you schedule an appointment, multiple resources are reserved for your treatment to ensure that you enjoy an exceptional experience during your preferred time. These reserved resources include one of our highly trained Registered Massage Therapists as well as a room and multiple technologies housed within that room, all of which are made unavailable for other clients to enjoy once reserved.

Please consider the costs of the multiple resources reserved for our valued patients' appointments and the resulting need to strictly enforce our cancellation policy. Thank you for respecting our policy as detailed below.

Cancelled and Re-Scheduled Appointments:

Proper notice during regular business hours must be provided. Sundays are not considered business days and are not eligible to be included in the proper notice periods. A cancellation notification sent via text or email will not be considered as received unless a confirmation of cancellation is received from SKIN MediSpa staff.

Effective Monday, April 10th 2023, you will be charged the full price of your massage if you no show or cancel under 24 hours. That charge will be placed on your account and must be paid prior to rebooking your next massage. It cannot be applied as a credit on a future massage or any other treatment.

IMPORTANT: All cancellation fees need to be paid prior to rebooking.

Arriving Late for an Appointment:

Please try to arrive 10 minutes prior to your appointment or consultation to allow you to complete the required information.

Although we will do our best to accommodate you, arriving late for your appointment may result in your appointment time being reduced or you may be required to rebook for another day. If the appointment needs to be

rescheduled due to a late arrival or missed appointment, your account will be charged the full price of your massage.

Inclement Weather

SKIN MediSpa will waive cancellation charges in the event of inclement weather, which will be assessed by official school bus cancellations, either in the Sudbury region or in the client's area of residence for out-of-town patients.

Clients Missing More Than 1 Appointment

Clients missing 2 consecutive appointments will be required to provide full pre-payment of their next appointment, which will be non-refundable in order to secure the next appointment. After 3 prepaid appointments, the client's account will return to regular status.