**REFUND & CANCELLATION POLICY**

* **We have a no refund policy. All purchases are final sale. It's at the client's discretion to prepay for services, purchase a gift certificate or package.** If a client prepays for a service or package to book a specific date/time and that date/time is not available, a refund will not be issued. A credit remains on one's account to be applied to a future service date or can be gifted to another client.
* Please be advised that a credit card is required to be on file to book all appointments (even if a gift card or gift certificate is being redeemed.) New clients are required to pay a deposit of $25-50. All spa pay party packages are required to have a $50 deposit/per person to begin the reservation process and complete a request for an appointment.
* **We have a 24 hr cancellation policy,** any cancellation or rescheduled appointment must be done within 24 hrs of the original appointment date and time. Clients are required to call, text and/or email us at [respiremassage@gmail.com](mailto:respiremassage@gmail.com) to cancel or reschedule within that timeframe. If an appointment is not canceled in advance, a $25-40 fee is charged to the card on file per service booked and per person (ie if a couples massage is booked a $50 fee is charged).
* **A late cancellation** is a cancellation or rescheduling that is placed in less than 24 hours of the original scheduled appointment time. (Application of $25-40 fee)
* **A no show** is an appointment that was scheduled but was completely missed by a client and the client does not communicate that they need to reschedule or cancel their appointment. (A fee of will be applied to the card on file is 50% of the total cost of the scheduled appointment will be applied. (Example: Fee of scheduled service was set for $90 the fee applied to card is $45)

**Why are fees applied for a late or missed appointment?** Every scheduled appointment is an agreement with the technician and the client that a time has been reserved for their care. When an appointment is missed, that agreement is broken, and another client could have been booked.

*We are still adhering to the safety of all clients and staff with protocols regarding COVID-19. If you are experiencing symptoms of illness, we ask that you notify us as soon as possible.*