

LIFT Total Wellness

Scheduling and Cancellation policy

Sessions are by appointment only. The office is open Monday thru Friday from 9am until 5 pm. Sorry, we do not accept walk-ins.

Reminder calls are frequently given, however, the responsibility of the appointment time and is solely on the client. Please don't rely on reminder calls.

Cancellation Policy

We understand that emergencies, though rare, happen occasionally in everyone's life. In our desire to help as many people in need (pain or stress relief) as possible, appointments are scheduled and reserved for clients. Thus, to be effective and fair to all clients, the following policies are in place:

24 hour advance notice is required when cancelling an appointment. This allows the opportunity for someone else to schedule an appointment. If you are unable to give us 24 hours advance notice you will be charged the full amount of your appointment. This amount must be paid prior to your next scheduled appointment if your credit card is not on file.

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Please note: as prepayment for the initial Maya Abdominal Massage session is required to reserve an appointment, there is also a 48 hour cancellation required for all initial Maya Abdominal Massage appointments in order to qualify for a refund.
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Anyone who either forgets or consciously chooses to forgo their appointment for whatever reason will be considered a "no-show." They will be charged for their "missed" appointment.

Late Arrivals

If you arrive late, your session may be shortened in order to accommodate others whose appointments follow yours. Depending upon how late you arrive, your therapist/trainer will then determine if there is enough time remaining to start a treatment. Regardless of the length of the treatment actually given, you will be responsible for the "full" session. Out of respect and consideration to your therapist/trainer and other customers, please plan accordingly and be on time.

I have read and understand these policies.

LTW Client Signature