

JOURNEY2WELLNESS CANCELLATION POLICY

Effective Date ___09_ / ___22_ / ___2024__

Thank you for choosing
Journey2Wellness and med spa services. We look forward to serving you.

By booking an appointment with us, you acknowledge that you have read and understand this Cancellation Policy and agree to be bound the terms and conditions below.

Appointment Reservations

Your appointment is very important to us. The time allotted for your appointment is reserved just for you. Please note that we require a credit card to be put on file in order to hold your appointment. If you cancel, miss, or arrive late to an appointment, then you authorize us to charge your card on file in accordance with the terms below.

Deposits

For certain high-demand services or packages, we may require a non-refundable deposit at the time of booking. This deposit will be applied towards the total cost of the service.

Arrival Time

Clients are encouraged to arrive at least 10 minutes prior to their scheduled appointment to ensure a full and unhurried experience. Late arrivals may result in a shortened treatment time to avoid inconvenience for other scheduled clients.

Cancellations

We understand that situations arise that require you to change your plans. In such event, we ask that you please give us a minimum of 24 hours' advance notice when cancelling or rescheduling your appointment.

Appointments cancelled or rescheduled within 24 hours of the appointment time will be charged a fee of \$ ___25_____. This charge is non-refundable and is not applicable toward any future services with us.

Missed Appointments

Missed appointments (or "no shows") will be charged 100% of the total service price. This charge is non-refundable and is not applicable toward any future services with us.

Late Arrivals

We understand that you have a busy schedule and can sometimes be delayed in arriving to your appointment. Please promptly notify us to let us know if you are running late.

We allow a 10-minute grace period for you to arrive after your scheduled appointment time. If you are more than 10 minutes late to your appointment, we may need to reschedule you. In such event, this will be treated as a cancellation and you will incur a charge of \$ 25.

If we do not hear from you at all within 10 minutes from your appointment time, then your appointment will be considered a "no show" and will be charged a fee of \$ 25.

Same Day Appointments

If you make an appointment for the same day, then you may cancel or reschedule your appointment up to 4 hours prior to your appointment time. Any cancellations or rescheduling within 4 hours from your appointment time will be charged in accordance with the policies described above.

Contact Us

If you need to make changes to your appointment, we ask that you please contact us via any of the following methods:

Phone/Text: 402-884-9059