

# My Happy Place Massage Studio

Healthcare Facility

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## COVID- Cancellation Policy & Protocol

**\$50 Deposit for any services \$100 or less**

**50% Deposit for any services \$101 or more**

*All Gift Certificates will have a reduction of cancellation fees if cancelled within 48 hours*

### SCHEDULING & DEPOSIT PROTOCOL

- Appointment is scheduled (NO SAME DAY APPOINTMENTS DURING COVID)
- The Therapist will contact the client within 24 hours of scheduling the appointment via email, which will include their **“COVID PACKET”, “COVID CANCELLATION FORM” & THE THERAPISTS DEPOSIT INFORMATION**
- The Therapist will contact the client if a deposit has not been made within 48 hours from the time of which they would have received the email

### AS YOUR MASSAGE SESSION APPROACHES

- “Confirmation Requests” are set in the Vagaro system (our scheduling system) at **75 hours** prior to your appointment
  - Cancellations are able to be done via “Confirmation Requests”.
  - The notification *should* go through to the Therapist, but in order to confirm your Therapist received the cancellation request and there are no issues, the client *should* follow up with an email/ call/ text. The Therapists information will have been sent to the client in the initial email.
  - Deposits will be returned by the Therapist within 48 hours if the client chooses not to reschedule.
- Deposits are **ONLY** refundable or able to be used for a future session outside of a **48 hour** window.
- “Appointment Reminders” are set in the Vagaro system (our scheduling system) at **32 hours** prior to your appointment, which gives the client 8 hours to cancel (losing their deposit but not charged 100%)
  - Cancellations are **NOT** able to be done via “Appointment Reminders”.
  - This is the client’s last opportunity to cancel/ reschedule (if they need to) without a 100% charge for the session.
  - Deposits are non-refundable and unable to be used for future appointments at this point.
- **Regardless of illness or emergency** situations, clients are not exempt from losing the deposit. Deposits may be considered as a cancellation fee. If cancelled outside of 48 hours prior to the appointment, the Therapist will refund the deposit back to the client.
- By not supplying a valid cell phone number and/ or email to receive confirmation notices & reminders does **NOT** void the client from this cancellation policy.
- Credit Card chargebacks or anything that gives the Therapist a bank fee for insufficient funds, client is responsible for the chargeback fee + a fee designated by the Therapist. Credit card information over the phone will be written down on the Credit Card Agreement and placed inside the client’s medical folder, which is then placed into a locked filing system and not subject to electronic tampering.
- Typically we have a 1- time grace for cancellations, however during this time of COVID, it is up to the Therapist & whether they are able to get the slot filled in time (given that the client cancelled within 48 hours).

Your signature states you understand and agree to our terms during this time of COVID.

**(Client)** \_\_\_\_\_ **(Date)** \_\_\_\_\_

*\*Please remember our Therapists are Independent. Scheduled appointments prevent other clients from filling that time slot. Therapists are only paid as services are rendered. Therapists are only obligated to stay 15 minutes after the time scheduled.*