

# Massage Cancellation Policy

We provide a complimentary SMS reminder sent the day before your appointment to help reduce no-shows and ensure you never miss your slot. Your confirmation indicates to us that you are aware of your appointment day and time and secures your appointment — it's reserved exclusively for you once confirmation is received.

So there are no nasty little surprises, we'd like to make you aware of our massage therapists' cancellation policy

- Appointments cancelled or changed after 9am on the day of the appointment are subject to a charge of 50% of the session fee
- Appointments missed without notice, are subject to a **100% fee**

This isn't because we like charging fees - no one does! It's because when a slot is reserved for you:

- we block off that time exclusively for you and turn away other clients who would love that time.
- Last-minute openings can be hard to fill, which affects our therapist's income and ability to keep prices reasonable for everyone.

This policy allows us to accommodate as many clients as possible and keep your favourite time slots available. We appreciate your understanding—life happens, and we're flexible when we can be!

This is a typical cancellation policy. You will find most massage therapists require at least **24 hours' notice** to cancel or reschedule an appointment to avoid a fee. A **late cancellation fee** or the **full appointment fee** is typically charged for no-shows or cancellations with less than 24 hours' notice.

If you have any questions regarding this policy, do not hesitate to contact our reception on (08) 8374 2000 or via the contact form on our website, [www.parkholmechiropractic.com](http://www.parkholmechiropractic.com)