

Scheduling and Cancellations Overview:

At The Body Mechanics, we are a client focused practice and understand that unexpected changes in plans can occur, and our goal is to offer you the flexibility and level of service you deserve. Our schedule blocking is designed to support our therapists ability to focus on your appointment. This means, we avoid stacking appointments on top of each other to maximize quality instead of volume. For us to continue our focus on the quality of our appointments, we have to be clear with our cancellation policies.

Our policy aims to address these concerns to help us flow smoothly to provide quality services as well as protect our therapists so they can focus on your experience.

1. Ensuring Availability: By implementing this policy, we can better manage our resources and ensure that our services are available to all customers. This allows us to optimize our operations and provide a smooth and enjoyable experience for everyone.

2. Fairness to All: Our new cancellation and booking policy promotes fairness among both clients and therapists. Policies are designed to maintain a balanced schedule, enabling us to accommodate as many bookings as possible and minimizing any inconvenience caused by last-minute cancellations, as well as to promote a healthy working culture for our employees so they can provide the highest levels of care.

3. Continuous Improvement: This policy reflects our dedication to continuously improve this practice. We are always open to customer feedback that helps us to identify areas for improvement and make adjustments to better meet your needs.

If you have any questions or concerns regarding our scheduling and cancellation policies, please do not hesitate to reach out us. We are more than happy to assist you and provide any clarification you may need.

Scheduling and Cancellation Policy

Scheduling

At The Body Mechanics, our commitment has always been to provide the highest levels of massage therapy and complementary services to promote the highest quality of life for every individual who walks through our doors. One of the pillars of this commitment, is that we don't charge for "extras" but instead for the expertise of our therapists for a set amount of time. Our scheduling and cancellation policies reflect the value we place on that time, to protect our therapists ability to continue to provide the highest value to our clients.

First Time Clients:

To confirm First Time Client appointments, we require a deposit fee of 40% which will be applied towards your session charges. We accept payments made either in person or through a secured square invoice that can be sent to either your email or through a text message.

Once established and in good standing, we do not require clients to pay a deposit for future appointments.

Standing Appointments:

If a client loses good standing, by violating any of the following policies, the client may lose the privilege of reserving a standing appointment and we may require a deposit for future scheduling.

Cancellation

To cancel or reschedule your appointment, please notify us 24 hours in advance. In such cases, your deposit will either be refunded or applied to a future appointment. However, if you provide less than 24 hours notice, a cancellation will be charged and the deposit of 40% becomes non-refundable.

Established clients who have not paid a deposit, a cancellation fee of 40% of the appointment cost will be required prior to rescheduling.

Late Arrival

To ensure we have adequate time for your appointment, we have allocated a specific time slot for you. We schedule our appointments to include any necessary intake time, however, should you need time to settle in, use the restroom etc, please arrive with enough time to do so.

In the event that you are more than 15 minutes late, we will do our best to accommodate you. However if we are unable to fulfill your allotted appointment time, you will be given the option to use the appointment time available or to reschedule with appropriate fees. We value your promptness and look forward to your future appointments.

No-Show Policy

Should you miss your scheduled appointment without prior notice or arrive excessively late beyond the grace period, you will be marked as a no-show. In such an event, your deposit be forfeited and will no longer be eligible for a refund.

Established clients who have not paid a deposit, a cancellation fee of 80% of the appointment cost will be required prior to rescheduling.

Emergency Situations

We acknowledge that unexpected emergency or unforeseen circumstances can arise causing disruptions in our client's schedules. In such situations we may choose to waive the cancellation or no-show fees as an act of consideration and empathy towards our clients.