

# Georgetown Lymphatic Massage

## Laurel West, LMT

### Payment, Cancellation & Late Policy

I understand that unanticipated events happen occasionally in everyone's life. Business meetings, project deadlines, flight delays, car problems and illness are just a few reasons why one might consider canceling an appointment. It is my desire to be effective and fair to all clients and out of consideration and respect for my time, I have adopted the following policies:

- **24 hour advance notice is required** when canceling an appointment. This allows the opportunity for someone else to schedule an appointment, which is how I earn my income. Cancellation must be done online, by email, phone call or text.
- **If you are unable to give us 24 hours advance notice, you will be charged up to 100% of the full service for your missed appointment.**

#### **No-shows**

Anyone who either forgets or consciously chooses to forgo their appointment for whatever reason will be considered a "no-show". They will be charged 100% of full service for their "missed" appointment and future service may be denied until payment is made.

#### **Arriving late**

Appointment times have been arranged specifically for you. 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 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 payment of the "full" session**, however we will do our best to satisfy the scheduled time.

#### **Payment**

All sessions, packages, auto-pays & gift certificates are non-refundable, non-transferable to other clients, and cannot be combined with other discounted offers. Client is responsible for payment in full, either prior or immediately following each session.

Out of respect and consideration of my time, income and other customers, please plan accordingly and be on time.

**I look forward to serving you & appreciate your business!**

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**Signature**

**Date**