

CANCELLATIONS LESS THAN 24 HOURS

South East Massage & Myotherapy will send you a friendly SMS reminder, 2 days before your next appointment, as we understand that life can get busy and sometimes you may need to reschedule! In return, we respectfully ask that you provide us with **24 HOUR NOTICE** of any schedule changes or cancellation requests.

Please understand that when you cancel or miss your appointment without providing 24 hours' notice we are often unable to fill that appointment time. This is an inconvenience to your therapist and also means our other clients miss the chance to receive services they need.

For this reason, a cancellation fee will apply. You will be invoiced for: **50% of the service fee for the first missed appointment** and **100% of the service fee for any missed appointment after that**. Any cancellation fee invoices **must be paid in full within 14 days of the issue date** or before **your next appointment** (if booked within 14 days of issue date).

We understand that emergencies can arise, and illnesses do occur at inopportune times. If you have a fever, a known infection, or have experienced vomiting or diarrhea within 24 hours prior to your appointment time, we request that you let us know and cancel your session.

LATE ARRIVALS

If you are running late: Please call reception on 03 5907 7740 or text 0402 590 614 and let us know as soon as possible. Arriving late may result in loss of time from your appointment, in order to keep all of our therapists running on time. Please note: **Full service fees will be charged even when sessions are shortened due to late arrival.**

However, if you are **more than 15 minutes late** to your appointment, ***it will need to be cancelled and cancellation fees and terms will apply.***

In return we will do our best to be on time, and if we are unable to do so we will add time to your session to make up for our late arrival, if possible or we will adjust the service fee accordingly.

*Late cancellation due to emergency, sudden illness or severe traffic will generally be determined on a case-by-case basis. Give us a call!