



ZEM SPORTS MASSAGE THERAPY CANCELLATION POLICY

If you are unable to keep your scheduled appointment with us, please contact us by phone at least **24 hours** prior to your appointment. If you do not reach us, please leave a message on our voicemail system.

When you book an appointment, that time is set aside for you, and missed appointments prevent us from accommodating other clients. Please understand that therapists and trainers only get paid when they deliver a service.

Our policy is simple. If you do not show up for your scheduled appointment, and you have not notified us at least 24 hours in advance, you will be charged the full cost of the treatment as booked.

If you repeatedly cancel appointments, you will be asked to pay for your next treatment in advance.

Please note: We recognize that no one is perfect and there are circumstances that are out of your control (sudden illness, family emergencies, etc.); therefore, your therapist may make an exception to the above policies on those rare occasions.

Thank you for your understanding,

ZEM Sports Massage Therapy

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