

Massage Policy

Revised 2024

24 - hour CANCELLATION REQUIRED
Pay w/ Cash, check, Zelle, Venmo or Apple pay

Please give me (more) than 24-hours notice.

A full fee charge will apply if you do not honor this. This is for ALL circumstances. (A flat tire, sicker than your dog, your arm fell off, fell in quick sand, my dog swallowed my iPhone, got called in to work, forgot to write the appt. in your calendar, etc) Your cancellation is time stamped.

You are reserving the time on that given day for your massage session.

If you cancel a few hours before your scheduled time, I can blast it out on the “email list”. This is a list of people waiting for canceled appointments. If it gets filled, you do **not** need to pay for your missed time. If it doesn't get filled, you pay for missed session.

You are *always* welcome to send a friend to fill your place, since you will need to pay, if we can't fill it. Please let me know.

If you need to change your 90-minute session to 60-minutes, **24-hour is required**. I will ask that you pay for your time that you had originally reserved.

Cell: 510-301-7758 barbaratapella@gmail.com

Call or text to cancel. I will contact you within 24-hours to confirm that I received your message. If you do not hear from me, text, email or call back...because most likely I have not received it. Assume that. To be safe, don't count on the email or text. It is your responsibility to get the message to me. Make sure you hear back from me. **24-hour cancellation or you will be financially responsible.**

If you are going to arrive LATE, I will wait 15 minutes maximum. **You will still need to pay, full fee, for your reserved session if missed.** If you call and you arrive late, within those 15 minutes, we can continue your session from the original scheduled time. I am obligated to wait 20 minutes, if I do not hear from you, I will consider it a “missed appt”.

FLU SEASON OR OTHER SERIOUS ILLNESS, Covid, Cold, Fever OR INFECTION:

*** If you are sick or more importantly, starting to feel ill, **2-4 days before your appointment**, PLEASE, let me know **as soon** as you feel this. Please do not call the day of your appointment to cancel **after** you have not felt well for a few days, **You will be charged for your missed session.**

If you do not want to cancel but just starting to feel a little funky and wondering if you should come in or not, phone me and we can discuss it. If you still want to come we can check in with each other as your appointment gets closer. **Main thing is that you are NOT CONTAGIOUS.** If someone doesn't NEED to get in for an appt and my schedule permits, I can play it by ear and work to figure it out with you. Doing this will cover you from having to pay the cancellation fee WITHOUT giving me the "more than 24-hr. notice".

*****If you are ill, the morning of your appointment, or suspect COVID, or miss your appointment and I cannot fill it, I will ask that you pay (the flat fee \$80.00) for your missed time being held.**

Text your positive covid test the day of your appt and you are relieved to pay the flat cancellation fee. This Test result must be on the **FIRST** day of your symptoms in order for the flat fee being waived. **You are doing the kind thing by staying at home.**

If you are just not feeling 100% and only if your cold is mild, and you really want your massage, it would be fine to show up for your appointment . We can wear masks. If you suspect COVID or being exposed, TAKE A TEST.

*******Always bring a clean mask that fits over your nose and your mouth.**

VERY RARELY DOES THIS HAPPEN, BUT I RESERVE THE RIGHT TO CANCEL MY DAY OF WORK WITHOUT 24-HOUR NOTICE.

I will always notify you if I am not feeling myself or fighting something...even if it's minimal. This gives you awareness and choice if you feel my health would compromise your health and commitments. **If I am full-blown sick, I will not work.**

