

Massage Policy

(Please keep this for your files)

24-hr. CANCELLATION REQUIRED

\$25.00 charge for returned checks

Please give me (more) than 24 hours; I charge full rate for the session missed. This is for all circumstances. (flat tire, sicker than your dog, your arm fell off, fell in quick sand, my dog swallowed my iphone, got called in to work, was arrested, you forgot to write the appt. in your calendar, etc).

Basically, you are reserving the time on that given day for your massage session.

Please don't let this policy scare you, but I believe in clarity so you know what I expect.

If you cancel a few hours before your scheduled time and I can put it out on the "email blast". This is a list of people waiting for canceled appointments. It can get filled, cross your fingers. If I can fill your spot, you are free and not asked to pay for your reserved (missed) time.

You are *always* welcome to send a friend to fill your place since you will need to pay if we can't fill it. It's an appreciated gift.

If you need to change your 90-minute session to 60 minutes, I will still expect you to pay for your 90 minutes if you do not give me 24-hour notice.

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

**** **If you have an appointment on Monday I require the appt. to be canceled by Friday.** *****

My voice mail is on 24 hours. [510-301-7758](tel:510-301-7758). Please feel free to call any time of the day or evening to change or cancel. I will phone you back within 24-hours to confirm that I received your message. **If you do not hear from me, call back...because most likely I have not received it.**

If you are going to arrive LATE, I will be obligated to wait 15 minutes *maximum*. *You will still need to pay for the session if missed.* If you call me and arrive late, within those 15 minutes, we can continue your session from the original scheduled time.

Canceling by email. To be safe...DO NOT COUNT ON the email. It is your responsibility to get the message to me by phone (or email), if I don't get it and there isn't a 24-hour cancellation you will be financially responsible. Please do both.

FLU SEASON OR OTHER SERIOUS ILLNESS 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 the missed session.** If you do not want to cancel but just starting to feel a little funky and wondering if you should or should not cancel, telephone me and we can discuss it. If you still want to come we can check in as your day & time get closer. **Most likely you can keep it if you are not contagious.** THIS WILL COVER YOU from having to pay the full fee WITHOUT giving me the "more than 24-hr. notice". This means you do not have to give up your appointment if you want to wait and see how you feel. If someone doesn't NEED to get in and my schedule permits I can play it by ear and work with you on this.

If you are sick and miss your appointment I will ask that you pay the full fee. On the other hand-if you are just not feeling 100% and **it's mild**, and want your massage, it would be fine to show up for your appointment. These sessions can be helpful in your healing process.

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

And.... I will always notify you if I am am not feeling myself or fighting something, needing to wear a medical mask and take cautious measures. This gives you awareness and choice if you feel my health would compromise your health. If I am full-blown sick, I will not work.

Many thanks

Barbara Tapella