*Booking, Cancellation & No-Show Policy*

**Booking Info:** When you schedule your appointment with me, it is implied that you have understood and are agreeing to my policies noted below. All services require a credit card to guarantee a reservation including services intended to be paid with a gift card. You will receive both a text and an email when your appointment is booked. Please make sure to check your email and be aware of any emails coming from Sabai Massage. There is an automated email and text appointment reminder that will go out 24-48 hours before your scheduled appointment. It is always helpful and appreciated when a client confirms their appointment by following the prompts.

**Cancellations & No-Shows:** Your service have been reserved especially for you. Please make every effort to leave enough time to get to your appointment, anticipating traffic and parking. But, even with the best of these intentions, I get it, life happens at the most inconvenient of times to the best of us. But, please understand that when you miss an appointment, I not only lose your business, but also, the potential business of other clients who could have scheduled in your place.

Any cancellations with less than 24 hours of notice are subject to a 50% charge for your scheduled service. Clients who miss their appointments without giving any prior notification will be charged 100% for the scheduled service. If you book a service on the day of and you cancel or are a no-show, you also will be charged 100% in full. In addition, I understand there are unknown circumstances that may cause you to be late but, I reserve the right to either cancel your service if you are 15 minutes late or reduce your service time contingent on my availability. You will, however, be charged for the full-service amount.

It is the client’s responsibility to read my policies, pre care, aftercare, contraindications and disclaimers. It is also the client’s responsibility to read all appointment reminders.

**Please note:** For your security, we **do not** store your full credit card information. Rather, our payment processor provides us with a secure, unique token that is encrypted and cannot be used by anyone else to charge your account.