Cancellation Policy for Pure Rose Bodywork, LLC

We understand that life happens and you may need to reschedule or cancel an appointment. To respect the time of both our therapists and other clients, we ask you to comply with our Cancellation Policy outlined below.

Notice Requirement:
Clients must provide a minimum of 24 hours notice to cancel or reschedule an appointment.
To cancel or reschedule, please call us at 570-212-9191 or use our online booking system.
Clients must provide a minimum of 24 hours notice to cancel or reschedule an appointment.

Late Cancellation Fee:
If you cancel less than 24 hours before your appointment, you'll get charged $50.
For those using packages or memberships, you'll lose one session as the late cancellation fee.

No Call/No Show:
Clients who miss their appointments without giving any prior notification may be charged in full for the scheduled service.

Emergency or Sickness:
Exceptions for late cancellations may be made at the discretion of management for emergencies or sickness with a valid medical note.

Booking Confirmation: We will send a booking confirmation and a reminder 48 hours before your appointment. Please confirm or reschedule as needed.

We appreciate your understanding and cooperation. Our aim is to provide the highest quality service and make optimal use of time for all clients and therapists.

Thank you for respecting our Cancellation Policy.

Policy Updated 01/23/2024

Late Arrival Policy for Pure Rose Bodywork, LLC.

We understand that life can be unpredictable. However, our Late Arrival Policy helps maintain a quality experience for all clients, respecting both your time and ours.

Grace Period: Clients have a 5-minute grace period from their appointment start time. We will do our best to accommodate minor delays.

Time Reductions: Arrivals beyond the 5-minute grace period may result in a reduction of hands-on time during the session to avoid delays for subsequent clients.

Full Payment: The full fee for the originally scheduled service will be charged, regardless of reduced time due to late arrival.

Rescheduling: If you're running more than 15 minutes late, we might have to reschedule your appointment. Rescheduling fees may apply, based on availability and discretion.

Notification: If you know you're running late, please call us as soon as possible. This allows us to make real-time adjustments and informs your therapist.

Chronic Late Arrivals: Clients who consistently arrive late may be asked to pre-pay for future services or may no longer be serviced.

By scheduling an appointment with us, you acknowledge and accept these terms. Your cooperation allows us to better serve all of our clients and is greatly appreciated.

Policy Updated 01/23/2024

No-Show Policy for Pure Rose Bodywork, LLC.

Life happens, but missed appointments affect us all. Here's how we handle no-shows to ensure fairness to both clients and therapists.

Notification Requirement: We require at least 24 hours notice for any cancellations or rescheduling to avoid a no-show fee.

No-Show Fee: Missing an appointment without proper notice will result in a no-show fee of . 100% of the scheduled service.

Prepayment: After two no-show instances within a six-month period, future appointments will require prepayment.

Package Deductions: If you have a session package, one session may be deducted for each no-show occurrence.

Gift Certificates: Gift certificate appointments that result in a no-show will forfeit the value of that session.

Chronic No-Shows: Excessive no-shows may result in the need to discontinue offering our services to the client.

Right to Refuse Service: We reserve the right to refuse future appointments to any client who has a history of no-shows

By scheduling an appointment, you are acknowledging and accepting these terms. We appreciate your understanding and respect for our therapists' time and effort.

Policy Updated 01/23/2024