

# Appointment Policies & Client Agreement

Please read the following policies carefully before booking your appointment. By proceeding with your booking, you confirm that you understand and agree to these terms:

- **Rescheduling, Cancellations & No-show Policy:**

To ensure fair scheduling and the best possible service, we require a minimum of **12 hours'** notice for any rescheduling or cancellation.

Cancellations or changes within 12 hours of your appointment are non-refundable, as it is difficult to fill the time on short notice. No-shows will be charged in full.

- **Late Arrivals Policy:**

If you arrive 10-15 minutes late, we will make every effort to provide your full booked session. However, if we have back-to-back appointment, it may not be possible to offer the full duration. In such cases, your session may be shortened depending on how late you arrive, but we will always do our best to deliver as much of your booked treatment as possible.

This policy is in place to respect our therapist's time, maintain smooth scheduling, and ensure fairness to other clients awaiting appointments. We appreciate your understanding and cooperation.

- **Deposit Policy:**

To confirm your appointment, we kindly require a **30% deposit** at the time of booking, the remaining balance can be paid in person. This allows us to manage our schedule more efficiently, gives our therapists reassurance and confidence that appointments will go ahead as planned, and ensures that valuable time isn't lost, especially when other clients may be waiting for a slot to become available.

- **Professional Conduct Policies:**

All treatments provided are **strictly professional massage services**.

Any form of sexual behaviour, sexual comments, requests for sexual services, or inappropriate touching will not be tolerated under any circumstances.

If such behaviour occurs, the session will be terminated immediately, the full treatment fee will still be charged, and the client will be refused future appointments. In serious cases, the incident may be reported to the appropriate authorities.

*Thank you for your understanding and support, Rinara Thai Massage*