



Cancellation Policy

At MOVE, we value our work highly and take it seriously. Although we are very friendly, we do not wish our kindness to be taken advantage of. We promise at all times to treat you with respect and fairness and appreciate when you do likewise. Please know that our relationship is built on trust and communication, and it is our goal that it continues on a professional and sound basis. In order to maintain this relationship we have the following guidelines in place:

CANCELLATION POLICY:

Unplanned issues come up for all of us. MOVE muscle therapy recognizes this fact, but due to our heavily booked client schedule, and setting your appointment time, solely for your use, we respectfully request if you must cancel your scheduled appointment, notify us at least 24 hours in advance by phone: 513.277.0092. This gives us an opportunity for another client to benefit from our services and fill that time slot. If a new/existing client fails to cancel within 24 hours, the client is charged 100% of the session. If you have a pre-paid massage, gift certificate or voucher and do not cancel within 24 hours of your scheduled appointment, it will be considered null and void. No exceptions.

LATE ARRIVAL POLICY:

Arriving late will simply limit the time for your treatment. Your session will start as soon as possible and end on the scheduled time so that the next client is not delayed. You will also be expected to pay the full amount of what would have been your treatment time should you arrive late to your appointment. If the Massage Therapist schedule still allows time for your full treatment time, we will try and honor the additional time, however, we need to respect the appointment times set by clients that follow your appointment. In the case that we are running late, you will receive your full scheduled treatment time.

NO CALL/ NO SHOW POLICY:

Clients who are a no call/ no show for appointments will be charged full price (100%) for their session. If you have a prepaid massage, gift certificate or voucher and are a no call/show, it will be considered null and void. No exceptions. It is important that MOVE muscle therapy techniques is compensated for its reserved time slots. Future appointments may be asked to be pre-paid online.