

“The Fascia Heeler” Payment and Cancellation Policies

READ THIS DOCUMENT VERY CAREFULLY BEFORE SIGNING!

PAYMENT:

I only accept Zelle as a payment option. To pay me through Zelle, simply use my email address:
thefasciaheeler@gmail.com.

After we chat and you decide that you want to book an appointment with me, **you must pay a \$50 deposit** in order to hold your appointment, which is to be paid at the time of the booking. I will send you a text once I receive your payment, which means that your appointment is officially booked. This \$50 deposit will be applied towards the cost of your total session.

The remaining cost of the session will be due when I arrive at your house via Zelle. [So for example, if you live in Santa Clarita and want to do a 90-minute SARGA BODYWORK® session, you would owe a remainder of \$100 after the holding deposit, since the cost of a total session is \$150.] You must show me proof that you sent the payment via Zelle, and I must confirm that I received the payment on my end before I even begin setting up my equipment.

There are absolutely NO refunds for my services once I have shown up to your location, you’ve paid me in full via Zelle and I’ve given you the massage. If you do not like your session, you do not have to book with me again, but you will NOT get your money back.

CANCELLATIONS/RESCHEDULING:

I require at least 24 hours notice to cancel an appointment. If you cancel 24 hours or more prior to our appointment time and date, I will refund you the \$50 holding deposit. **If you cancel your appointment less than 24 hours before the date and time of our appointment, I will permanently keep the \$50 holding deposit.** [For example, if your appointment is at 12:00 PM on Wednesday, March 2nd, and you cancel at 12:00 PM the day before, on Tuesday, March 1st, I will refund you the \$50 holding deposit via Zelle because you have given me AT LEAST 24 hours notice for your cancellation. However, if you cancel at 4:00 PM on Tuesday, March 1st, I will keep the \$50 holding deposit and not send it back to you because you have given me LESS than 24 hours notice for your cancellation.] Absolutely NO situations (illness, emergencies, weather, etc.) are exempt from this rule because I have set time aside out of my schedule to see you and am running a business that is dependent upon appointments being kept. **HOWEVER, if you have to cancel with less than 24 hours notice, you are welcome to RESCHEDULE your appointment for a different date and time, while I keep the original \$50 deposit permanently.** The original \$50 deposit will still go towards the remaining cost of the service that you have requested, and you will not have to pay a new deposit to hold the rescheduled appointment. If you have to cancel the rescheduled appointment again, you will never receive the original \$50 deposit back, even if you give me at least 24 hours notice this time. The deposit will belong to me permanently at this point.

DO NOT CALL ME TO CANCEL AN APPOINTMENT. You MUST cancel via TEXT MESSAGE or EMAIL only, so that I will have written proof that you have canceled or rescheduled. Phone calls are not acceptable.

CONFIRMATION TEXT/NO SHOWS:

I will send you a confirmation text on the day before your appointment. If you do not respond to this confirmation text at least **THREE HOURS** before your appointment time, I will consider this a **NO SHOW**. **I will not come over, your appointment will be canceled, and I will keep the \$50 holding deposit.** This is to prevent me from putting all of my equipment into my car and driving to your location, only for no one to be home and for my time and gas to be wasted. Please make sure that when you book an appointment with me, you are able to reliably communicate with me via text message and/or email. If you are not a reliable communicator and cannot follow these simple policies, do not book an appointment with me.

EVENTS & PARTIES:

My "Payment and Cancellation Policies" are the same for events and parties as they are for individual services. When booking the appointment for your event/party, we will agree on a date, time and set amount of hours that you want me to be there. Then, you will pay me the \$50 holding deposit via Zelle upon booking the session and pay the remainder of what you owe me once I arrive at the event/party. I will not start setting up my equipment until I have received the full payment via Zelle. **Choose the amount of hours that you want me to be at your event/party VERY carefully before booking.** Once we have agreed upon the hours/price and I have arrived at the event/party, that is the exact amount of hours that you will be paying for before I start setting up my equipment. *[For example, even if some of your guests change their minds during the last hour that I'm there and do not wish to receive a massage, you will NOT receive a refund for that last hour.]* **Once you have paid me in full, there are NO REFUNDS.** Know exactly how many hours you want me at your event/party BEFORE booking with me because you will be permanently committing to that price.

By signing this form, I acknowledge that I have read, understood and agreed to abide by the policies outlined above.

Client Name (Please Print): _____

Client Signature: _____

Date: _____/_____/_____