

# Policies and Procedures

## Special Instructions

New clients will be asked to arrive 10-15 minutes earlier for their appointment if both forms **ARE NOT** submitted online otherwise clients may arrive at their original time.

Clients who arrive more than 15 minutes late for their appointment may lose time on session or may be asked to reschedule; Sessions that are shortened or rescheduled due to being late clients may be charged full price for their appointment. Please understand that I may have a full schedule that needs to be followed not just for the business but for the respect of other clients as well.

## Scheduling

**FIRST TIME (NEW) CLIENTS WILL BE REQUIRED TO PAY FULL PRICE FOR THE FIRST SESSION AND PROVIDE A CURRENT CREDIT CARD NUMBER** to schedule an appointment online or within the facility. **ALL CLIENTS ARE REQUIRED TO HAVE AN UPDATED CREDIT CARD ON FILE.** Your card will **NOT** be charged if you follow the cancellation policy. **NO CALL/NO SHOWS** will be charged full price for the session.

**\*NOTE\*** Make sure you use the same email each time you log in especially when purchasing a package or gift certificate; In order to schedule online you will need to login into your account.

## Scheduling Online Instructions

- 1) Click on "Book Now" (Through Vagaro.com)
- 2) Select a Service
  - a) Only new clients receive \$10 off promo
  - b) Once logged in original price will occur at check out
- 4) Select a Date
- 5) Select a time that is available
- 6) Login information:
  - a) Use FB, Google, or Apple account
  - b) Create an account or login in with Vagaro account
  - c) New clients may fill out forms before appointment (Medical History & Consent forms)
- 7) Check out
- 8) All set and scheduled (Make sure you receive a confirmation by text or email)

## Cancellation and No Call/ No Show

We ask clients to please notify us at least 24 hours prior to their appointment. We understand unexpected situations happen and clients may need to cancel or reschedule at the last minute. It is important to us that clients call the office or email (jessica.jm@mccalmanwellnesscenter.com) to cancel

their appointment. Clients who prefer scheduling online may automatically cancel and/or reschedule their appointment 2 hours prior to the scheduled appointment.

**NOTE: We ask all clients who schedule online to please make sure you receive a notification regarding your appointment** whether you are scheduling or canceling, otherwise someone else may have taken that appointment and/or the cancellation will be considered a no show.

If a no call/no show occurs clients will be charged full price for the service. Clients will first receive a phone call regarding their missed appointment but if there is no response within 24 hours that client will be charged for that appointment with the card on file. Clients will be asked to prepay for future appointments unless otherwise multiple no call/no shows occur then that client will no longer be permitted to scheduling future appointments.

### **Gift Cards / Gift Certificates (Terms and Conditions)**

- Are used for making a purchase with MWC only
- Are not a credit or debit card
- Has no implied warranties
- Nonrefundable
- Expired within 1 year of purchased
- Cannot be redeemed for cash
- If there is a discount/sale running on gift cards/gift certificates no other discounts will be applied

### **Packages (Terms and Conditions)**

**(Remember to use the same email and login information)**

- Nonrefundable once a session has been completed
- No other combined services apply except what is offered within the package
- No other combined discounts included
- Family or friends may use a session from package
- May purchase online or within facility

**McCalman Wellness Center**



**Massage Therapy for Total Wellness**