Cancellation/No Show Policy.....Updated 11.9.2026

Cancellations and no shows are an ongoing, time-consuming, and frustrating issue in most service businesses. In order to serve you best, we ask that you observe the following conditions:

- **Any cancellation or rescheduling needs** to be done 24hours in advance (preferably day before appt) by text or phone. That means same day cancellations and reschedules are NOT allowed unless there is an emergency or sickness. If you feel that making the appointment is questionable, please let me know the day before. Please explain what happened and be honest. We understand life happens which is why we feel this policy is fair. As the business owner, I will determine what is considered an emergency where fees would be waived.
- **A scheduled massage appointment** is a commitment to me, my business, and most importantly to yourself & your health. I am here waiting on every client, & my time is valuable. I am a one-woman show and have a large clientele, so my time needs to be utilized helping the most people.
- **Mutual respect between a client & therapist is appreciated.** I value you as a client, and I want to be valued as a therapist for my time. It is your responsibility as a client to make sure you know when your appointment is. I do not have the time in most cases to send reminders. I can provide a text message with your appointment time or give you a scheduling card. Rescheduling appointments is a very time-consuming activity so there are consequences if the appointment is missed.
- **Rebooking fees for no-shows** or late cancellations less than 12 hours (or day before) are as follows:

  30/40 min: $25..... 50/60 min: $45.....80/90 min: $65

These fees are payable upfront using Zelle, Venmo, or credit card by phone. Credit cards are Not kept on file. If you have a package, where you were given a discount, I will deduct as a session already paid. Future appointments may need to be paid in advance if there is a continual issue in showing up. Refusing to pay these fees may result in your removal as a client. Thank you for your attention to this matter and for understanding the need for the policy.

Diana Beranek, owner Go Madd 4 Massage

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