



CANCELLATION AND RESCHEDULING POLICY

- **New Clients MUST arrive at least 15 minutes prior to their scheduled time. New Clients who do not arrive at least 15 minutes prior may not be able to use the service for which they are scheduled for the entire duration or may have to reschedule, at cost, depending on lateness of arrival.**
- **All Clients must give 24 hours' notice in order to cancel or reschedule scheduled appointments.** Canceling or rescheduling without 24 hours' notice, or not showing for scheduled appointments will require being charged \$25 for each appointment or using the service in the account if a card is not on file. If multiple bookings are held under the same credit, debit, or gift card, all late cancellation, reschedule requests, or no show appointments will be charged on the card provided.
- Our Policy intends to ensure we respect the time of all Clients and Employees. We will automatically send confirmation and reminder emails and/or text message notifications to you prior to your scheduled appointments if you have opted-in and provided us this information in order for us to do so.
- Please contact us using the contact information below as soon as possible once you know that you may need to cancel or reschedule an appointment. We understand that sometimes things come up and "life gets in the way" and will strive to work with you to reschedule your appointment and avoid charging you a fee or using your unused services.
- Per our [purchase policy](#), please note that all sales are final and no refunds are offered. Unused services as a result of a cancellation or rescheduling request may be used at any time 12 months from the date of purchase (gift cards and Membership-based services do not expire).

East Coast Float Spa West Chester

Call/Text: 484.881.4313

Email: westchester@eastcoastfloatspa.com

East Coast Float Spa Princeton

Call/Text: 609.557.1244

Email: princeton@eastcoastfloatspa.com