

## The Landing resort and Spa

### Spa Cancellation Policy

- All Cancellations with less than 24 hours' notice are subject to a cancellation fee equal to the charge of the scheduled service.
- Notification given less than 48 hours prior to appointment time will result in a 50% charge of the original cost of your scheduled treatment(s).
- Notification given at least 48 hours prior to your appointment will receive no charges.

Valued Guest,

Please remember that our cancellation policy is 48 hours prior to your scheduled appointment time. If you don't call prior to this time to cancel, we miss the opportunity to fill that appointment with clients on our waiting list. We ask that all new and current guests supply a credit card to confirm their appointment. All cards on file are added to the system via a secure electronic process that ensures the information is encrypted and remains secure. If we do not receive the required notice for adjustments and cancellations the following fees will be applied to your card or alternatively billed out to you:

Clients who miss their appointments with out giving any prior notification will also be charged in full for the scheduled service.

If you have scheduled a treatment within 24 hours or less of your appointment time this is considered "same day" and cancellations or not showing up for the scheduled appointment time will also result in a fee equal to that of your scheduled treatment(s).

#### Confirmation Calls & Emails

As a courtesy, we will send out an email to confirm your service appointments at the time of booking. In addition, our reception staff will call the number you provide the day before your appointment with a second confirmation. We do understand how easy it may be to forget an appointment, so please ensure that we have your current email address and phone number on file. It remains your responsibility to remember your appointment dates and times to avoid late arrivals, missed appointments and help us service our guests better by providing enough notice to avoid the cancellation fees.

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#### Late Arrivals

Please keep in mind that arriving late for a service may require us to shorten the length of the treatment, with full charges applied, so as not to inconvenience other guests. We regret that late arrivals will not receive extension of scheduled appointments.