

Rejuvenate Wellness Center Scheduling Policies

Thank you for scheduling with us! Please take a moment to review our scheduling policies to help you better manage your appointments.

1. **How much notice do I need to provide to reschedule or cancel my appointment?** Appointments at Rejuvenate can be rescheduled with no less than 24 hours notice prior to your appointment time (2 hrs for members). Please use voice mail if we are not available to take your call. We will return your call as soon as possible. *See #2 for fees.
2. **Are there fees to reschedule or cancel my appointment?** There is a \$5.00 rescheduling fee for each appointment(s) rescheduled or cancelled with no less than 24 hours notice prior to appointment(s) start time. **No exceptions.**

There is a \$15.00 fee for each appointment(s) rescheduled or cancelled with less than 24 hours notice prior to your appointment(s) start time. **No exceptions.**

There are no charges for active members who reschedule or cancel appointments no less than 2 hours prior to their scheduled appointment time.

*Members: There is a \$15 rescheduling fee for each appointment(s) rescheduled with 2 hours or less notice. **No exceptions.**

Fees are due at the time of rescheduling or cancellation requests. Changes will not be made to your appointments without payment of rescheduling fees.

3. **What if I don't know when I can reschedule my appointment?** Because your rescheduling fee is paid at the time that the change to your appointment is requested, you can call us back at any time to reschedule. If you cannot pay your rescheduling fee at the time, your appointment will be left on the schedule pending your payment.

4. **If I don't show up to an appointment, do I still get charged?** All no-shows will be charged the entire value of the service(s) scheduled using the credit/debit card, Groupon or gift card number(s) on file or pre-purchased appointments within your account. No-shows are called "late cancels". There are no refunds.

5. **I have an emergency that came up, will I still be charged?** Extraordinary circumstances may be reviewed (granted proper documentation is provided). Massage credit or re-scheduling may be allowed. Case by case review at the discretion of Rejuvenate Wellness Center PLLC.

6. **My Groupon expired, can I use it?** The promotional offer of an expired Groupon is no longer valid, but the price paid for the Groupon can be used towards any regular priced service. You'll have to pay the difference of the full cost of service. Groupon value cannot be used towards first time client discounts, rescheduling fees, gratuities or membership fees. This applies to any social buying promotion.

No unattended minors in our waiting area. Children not receiving therapy are not allowed in treatment rooms. *There are no refunds for no-shows, late arrivals or a client's request to shorten a session.

*First time client offers are available for individuals who have not received any services at Rejuvenate Wellness Center PLLC locations. A valid credit card/debit card is required to reserve your appointment(s).

By scheduling an appointment at Rejuvenate Wellness Center PLLC, you agree to the terms herein.

Rejuvenate Wellness Center PLLC
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