

Myotherapy & Remedial Massage Cancellation Policy

Our goal is to provide quality service & care to all our clients in a timely manner. No-shows, late arrivals and cancellations inconvenience not only our practitioners, but also other clients. Please be aware of our policy regarding missed appointments and late cancellations.

How to Cancel an appointment.

If you need to cancel your appointment please call us on 9787 8288 between the hours of 8am & 6pm. Please leave a message if necessary and we will return your call as soon as possible. Please do not cancel by replying to reminder text messages.

Late Cancellations/No shows

A cancellation is considered late when the appointment time is less than 24 hours away. A No-Show is when a client misses an appointment without notification. In either case we will respectfully ask you to pay a cancellation fee of 50% of your appointment fee before booking another appointment.

SMS Reminders

While our SMS reminder system is a helpful reminder it is the client's responsibility to turn up to their appointment on time. SMS failure is not a valid excuse to miss an appointment. Our reception staff will gladly give you appointment cards or print outs of your forward bookings to help you organise your time.

New Clients

For your first appointment with us you will be asked to prepay a 50% deposit of the total cost upon booking. This deposit is non refundable if you miss your appointment or cancel within 24 hours of your appointment time.

We sincerely thank you for your understanding and kindness to our staff when booking or cancelling your appointment.