



## **Ritual Studio**

### **Cancellation Policy**

Scheduled appointments are commitments of both parties' time and energy, so if cancellations are made on either end, we will refer to this policy. This policy will allow client session waitlists to be used effectively.

#### **12 to 24 hours prior to session:**

You are welcome to reschedule or cancel your session without penalty if you do so between 12 to 24 hours before the scheduled appointment.

#### **Less than 12 hours prior to session:**

You will lose your prepaid session. You can reschedule your appointment instead of cancelling for no penalty at all. Cancellation refunds are made on a case by case basis.

#### **Illness/Emergency:**

If you must cancel due to illness or an emergency, you are encouraged to notify Ritual Studio as soon as possible. If notification is made less than 2 hours before the appointment, you will lose your prepaid session unless another agreement can be made.

#### **No show:**

If you forget about the appointment or do not show up, you lose that prepaid session.

#### **If Ritual Studio cancels:**

We will do it as early as possible, you will be notified via phone, text or email, and you will not lose any prepaid sessions. We sincerely apologize if this ever happens.

If you DO NOT agree with this policy, contact the studio at 519-801-6878.

Thank you, and we look forward to achieving all your wellness goals!

**Renée Dijk & the Ritual Studio team**

