

1. At Healing Mountain Spa, we pride ourselves on having a relaxing and calming environment. This is a perfect reason to take time for just yourself. We kindly request that all friends, family members (not receiving a companion service) and/or children remain home for the duration of your appointment. If you arrive with additional people, we will kindly request that they wait outside for you. If this isn't an option, we will be forced to reschedule your appointment and you will be subject to cancellation terms below as applicable. This is to ensure that you enjoy your appointment to its fullest.
2. All appointments will require a deposit of 25% of the final service price to hold your appointment. This deposit will be applied to the final cost of your service at time of payment.
3. We understand that your activities are not fixed, and your schedule can change. We request that you inform us of your plans to cancel or reschedule your appointment at least 48 hours before your appointment by calling Healing Mountain Spa directly. If you cancel your appointment more than 48 hours prior to your scheduled appointment time, your deposit will be refunded. If you reschedule, your deposit will be applied to the new appointment.
4. Appointments cannot be canceled within 24 hours and may be rescheduled on a case-by-case basis. This is at the sole discretion of Healing Mountain Spa and their employees.
5. Appointments made within 24 hours can only be rescheduled within 4 hours of scheduling or end of the business day, whichever occurs first. This is at the sole discretion of Healing Mountain Spa and their employees and is not guaranteed.
6. If your request to reschedule is approved for an appointment within 24 hours, you will incur an additional deposit of 25% of the service fee. This will be in addition to the previously paid deposit which equates to 50% of the total appointment cost.
7. Appointments cannot be cancelled, changed, or rescheduled the same day as the original appointment and are subject to the no-show policy below.
8. We understand that medical emergencies arise, and we will do our best to accommodate you. Fees may apply depending upon the situation and are at the sole discretion of Healing Mountain Spa and their employees.
9. Your time is precious as is ours. We schedule all services to be as efficient as possible. Please plan accordingly and give yourself ample time to arrive. We also understand this is a small valley and weather and traffic does happen. If you contact us ASAP prior to your appointment to advise us you are running late, we will do our best to accommodate you. Depending upon how late you are, we may request you reschedule. We will apply your deposit to the rescheduled appointment time. This is a courtesy and at the sole discretion of Healing Mountain Spa and their employees.
10. If you are more than 5 minutes late for your rescheduled appointment, you will forfeit your 25% deposit and be charged for the remaining cost of the service in full.
11. If you fail to contact us prior to your appointment and fail to show up within 15 minutes of your scheduled appointment, this will be considered a no-show. If you no-call, no-show you will be charged 100% of the service fee as well as forfeit your deposit. This equates to 125% of the cost of the service.
12. If you do not contact Healing Mountain Spa, are more than 5 minutes late for your appointment and the remaining time is not sufficient to complete your service or complete your service with a shortened time period, we will be forced to reschedule your appointment and you will forfeit your original deposit. You will have to pay a new deposit and reschedule appointment.
13. If arriving late, repeatedly rescheduling appointments or cancelling appointments becomes a pattern (defined as 3 times in any combination), Healing Mountain Spa will review this with you and notate your customer account accordingly. Any future appointments scheduled after this conversation will incur a deposit of 75% of the service fee and can only be scheduled by calling. They will be unable to be changed, rescheduled, or refunded regardless

of the above terms. This means you will forfeit 75% of the service cost if you fail to show or need to change the appointment.

14. If this pattern continues (5 total), you will be required to pay a deposit of 100% of the service fee and can only be scheduled by calling. They will be unable to be changed, rescheduled, or refunded regardless of the above terms. This means you will forfeit 100% of the service cost if you fail to show or need to change the appointment.
15. Group sessions are defined as 3 or more people and can only be booked over the phone.
16. Group sessions are fun, but someone might cancel or want to reschedule; we understand. You are required to inform us no later than 48 hours prior to your earliest appointment time if a member of your group wishes to change or cancel their appointment. Cancellation or rescheduling for any member of the group is at the sole discretion of Healing Mountain Spa and their employees.
17. If any member of your group reschedules more than 48 hours prior to the service, the deposit will not be refunded and instead applied to a future appointment.
18. If any member of your group cancels more than 48 hours prior to the service, the deposit will be forfeited.
19. If any member of your group is absent without notice or informs us less than 48 hours of the service of their inability to arrive, they will be charged 100% of the service fee (less the deposit already applied).
20. We value and respect your time and choice of visiting us at Healing Mountain Spa. Should we need to cancel an appointment due to unforeseen events with less than 24 hours notice, we will discount your next identical service with 20% of the service charge. We will timely reschedule your appointment based on your convenience.
21. For Spa Bundle purchases; 50% of the total bundle is due at purchase. The remaining 50% is due when the second half of the appointments are scheduled.
22. For any services purchased as a Spa Bundle (excluding massage/reflexology bundles), no refunds or cancellations will be allowed. You have 3 months from the purchase date to utilize your purchased bundle or you will forfeit the purchase amount and any remaining sessions.