

## CANCELLATION POLICY

### 1. Objectives and Background

La Kora Massage Center is committed to providing the best service in a timely manner. We aim to accommodate your needs.

Unfortunately, when a client cancels without giving adequate notice, it prevents another client from being served. This cancellation policy is used as a way of respecting the time commitment of all involved. It explains the process for requesting a cancellation and the fees or penalty applicable. This policy is used in fairness to both our business and the clients who would otherwise have wanted an appointment.

We are implementing a straightforward cancellation policy to be upfront about all the costs you may face when engaging our services.

### 2. Cancellation Process

We understand situations can arise in which you must cancel your appointment. Due to limited appointment availability, we request that you cancel with adequate notice. This allows us to fill that appointment slot

You may cancel by contacting us by:

- a. Phone (408) 800-6150
- b. Email [lakoramassagecenter@gmail.com](mailto:lakoramassagecenter@gmail.com)

We require a minimum of 24 hour notice for cancellation. Please inform us by 12 noon 24 Hours prior to your scheduled appointment to notify us of any changes or cancellations.

If no prior notice or the notice given is not provided within the minimum notice period, you will be charged cancellation fee (see below) for the missed appointment.

#### 2.1 Late Arrival

Late arrivals can only be extended to the remaining time of the scheduled appointment if you are 30 minutes late past your appointment we will have to reschedule/cancel the appointment, which may incur cancellation fee.

### 3. Cancellation Fee

- a. The cancellation fee is \$35.
- b. The cancellation fee may be deducted from any deposit paid for the appointment (if any)

## **Groupon Voucher Users**

Voucher Users may cancel or change your reservation up to 24 hours before its star time.

Otherwise, vouchers booked will be redeemed and the deal's promotional value and the amount paid will expire. Redeemed vouchers may not be refunded or rescheduled - this also applies to no-shows.