Cancellation and Rescheduling Policy

- **New guests MUST arrive at least 15 minutes prior to their scheduled time.**
    - New guests who do **NOT arrive at least 15 minutes prior may not be able to use the service for which they are scheduled for the entire duration or may have to reschedule, at cost, depending on lateness of arrival.**
- All guests must give **24 HOURS notice** in order to cancel or reschedule scheduled appointments. Canceling or rescheduling without 24 hours notice, or not showing for scheduled appointments will require being charged **$35 for each appointment** or forfeiture of the service credit(s) in the account if a card is not on file.
    - If multiple bookings are held under the same credit, debit, or gift card, all late cancellation, reschedule requests, or no show appointments will be charged on the card provided.
- Guests who repeatedly do not abide by our Policy may have additional scheduling restrictions implemented at the discretion of the Company, including but not limited to disabled online booking and/or (refundable if-attended) deposit fees to schedule.
- Our Policy intends to ensure we respect the time of all guests and employees. We will automatically send confirmation and reminder emails and/or text message notifications to you prior to your scheduled appointments if you have opted-in and provided us this information in order for us to do so.
- Please contact us using the contact information below as soon as possible once you know that you may need to cancel or reschedule an appointment. We understand that sometimes things come up and "life gets in the way" and will strive to work with you to reschedule your appointment and avoid charging you a fee or using your unused service credit(s).
- Per our purchase policy, please note that all sales are final and no refunds are offered. Unused services as a result of a cancellation or rescheduling request may be used at any time 12 months (unless otherwise specified; some expire in 30-90 days) from the date of purchase (gift cards do NOT expire; Member services expire 60 days after cancellation of Membership EXCEPT *Unlimited*-tier which expire at the end of the billing cycle).

East Coast Float Spa Princeton

Call/Text: 609.557.1244 | **Email**: princeton@eastcoastfloatspa.com

East Coast Float Spa West Chester

Call/Text: 484.881.4313 | **Email**: westchester@eastcoastfloatspa.com

East Coast Float Spa Yardley

Call/Text: 215.867.9257 | **Email**: yardley@eastcoastfloatspa.com