



# Hocking Hills Serenity Salt Cave

## CANCELLATION, REFUND & RESCHEDULING POLICY

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**RE:** CANCELLATIONS REFUND & RESCHEDULING POLICY  
**EFFECTIVE:** FEBRUARY 2020

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Our goal at [Hocking Hills Serenity Salt Cave](#) is to provide the highest quality of services in both a timely and effective manner. In order to do so, we have implemented an appointment cancellation/rescheduling policy. This policy enables us to better utilize available appointments for our guests. Your consideration is greatly appreciated, just as equally as your time, understanding and cooperation.

### **CANCELLATIONS:**

All cancellations for any scheduled session or appointment, regardless of date, time, type of service, etc., requires a 24-hour notice. Please be advised, any appointment that is **not** canceled 24-hours **in advance** will result in a 50% **non-refundable** cancellation service charge. This fee will be charged/applied to the then-current payment method on file of which was required to initially schedule the appointment. This 50% charge will reflect the amount (including any applicable sales tax) for 50% of the total cost for the session or service of which has been scheduled.

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### **CANCELLATION, REFUNDS & RESCHEDULING:**

All appointment cancellations, regardless of date, time, type of service, etc., requires a 24-hour notice. Please be advised, any cancellation of appointment is **non-refundable**. However, we do understand that “life arises,” and we are not always in control of certain circumstances. Due to this, we are happy to apply your pre-authorized payment to your next scheduled session.

### **Disclaimer Notice:**

\*It is the sole responsibility of the consumer to inquire regarding any questions for any context outlined within this policy **prior** to scheduling any appointment or service with us. Hocking Hills Serenity Salt Cave accepts no liability for any failure by the consumer to clarify any and all uncertainty with a direct faculty member. All guests, customers, members, or equivalent beings whom, thereof, choose to schedule an appointment with Hocking Hills Serenity Salt Cave (*whether via telephone, public event, or electronically*) are, and will be assumed to have read, understood, accepted, agree to all outlined provisions in this policy, and agrees to hold harmless Hocking Hills Serenity Salt Cave of any neglect of choice made via the consumer regardless of any related condition to this policy.

