



Appointment Preparation Guide

A simple checklist to help you arrive prepared, relaxed, and ready to enjoy your visit.

Before you arrive: Please review your appointment confirmation and complete the items below. If multiple guests are attending, please share this guide with everyone in your party.

1. BEFORE LEAVING HOME

- ☐ **Review your appointment confirmation** email or text message and verify the correct date, time, service, and number of guests.
- ☐ **Complete online pre-registration**, when available, before arrival. Each guest may be required to complete guest intake paperwork.
- ☐ **Plan to arrive at least 15 minutes** before your scheduled start time for check-in, paperwork, and any remaining payment.
- ☐ **If you have an outstanding balance**, you may pay it online through the “Pay For Appointment” option in your confirmation/reminder, or it will be collected before the session.
- ☐ **Allow extra travel time.** Hocking Hills traffic, construction, weather, and seasonal tourism can affect arrival times.
- ☐ **If your plans change**, cancel or reschedule before the 8-hour cutoff. See the policy section on page 2.

2. WHAT TO BRING

- ☐ **For Salt Cave appointments:** bring a clean pair of white socks. White socks must be worn for the entire session; shoes and bare feet are not permitted.
- ☐ **Optional for Salt Cave appointments:** bring a clean, fragrance-free blanket if you prefer your own. Blankets are also available on site.
- ☐ **For Infrared Sauna appointments:** consider a change of clothes and any personal self-care items you may want afterward; shower or rinse facilities are not available.
- ☐ **Bring any loyalty card**, gift certificate details, promo information, or other booking documentation that applies to your visit.

3. ARRIVAL & CHECK-IN

- ☐ **Arrive 15 minutes early** and check in with a team member before your scheduled appointment.
- ☐ **Complete any remaining** guest registration or acknowledgement forms.
- ☐ **Settle any remaining balance** before the appointment begins.
- ☐ **Store shoes and personal belongings** in the designated area or available lockers as directed by staff.
- ☐ **Ask questions before the session begins.** Our team is happy to clarify the process so you can relax once your appointment starts.

LOCATION	PHONE	WEBSITE
690 Old McArthur Rd. Logan, Ohio 43138	(740) 385-9999	www.hhsaltcave.com



Service-Specific Checklist & Policies

A quick-reference page for your session and the most important scheduling terms.

SALT CAVE

- ☐ Wear clean white socks for the entire session.
- ☐ Salt Cave temperature is approximately 70-74°F.
- ☐ Blankets are available; you may bring a clean, fragrance-free blanket.
- ☐ Single sessions may be shared with other guests.
- ☐ Private sessions include up to 6 guests; up to 2 more may be added for a fee.

INFRARED SAUNA

- ☐ Private appointment for up to 2 guests.
- ☐ 45 minutes total: 30 minutes sauna + optional 15 minutes with heated salt detox domes.
- ☐ Two towels per guest are provided and must be returned.
- ☐ No showers/rinse stations; bring change-of-clothes or self-care items if desired.
- ☐ Any remaining balance is due before the appointment begins.

4. IMPORTANT DEPOSIT, CANCELLATION & REFUND POLICIES

NON-REFUNDABLE DEPOSITS

- **All appointments require a deposit.** The deposit secures the scheduled appointment.
- **Deposits are non-refundable.** If you cannot attend, the deposit itself is not refunded unless Hocking Hills Salt Cave cancels the appointment.
- **Prepaid in full?** You may be eligible for a partial refund that excludes all applicable deposit amounts, subject to the cancellation policy.

8-HOUR CANCELLATION / RESCHEDULING REQUIREMENT

- **Cancel or reschedule at least 8 hours before the start time.** Use the online option or speak with a representative during normal business hours.
- **Voicemail does not extend the deadline.** A message still must be left within the required 8-hour window.
- **Late cancellation / no-call, no-show:** If prepaid in full, remitted payments become ineligible for refund.
- **Unpaid balance:** For a no-call, no-show, Hocking Hills Salt Cave may assess a penalty of up to 15% of the outstanding balance under the posted policy.

REFUND NOTES

- **Guest-requested cancellations:** Refund eligibility depends on timing and payment status; non-refundable deposit amounts are excluded.
- **Business-canceled appointments:** The posted policy provides an exception to the non-refundable deposit rule when Hocking Hills Salt Cave cancels the appointment.
- **Current terms control.** Policies may change. Review your confirmation and the current online Scheduling Policy before canceling or rescheduling.

Questions before your visit? (740) 385-9999 | www.hhsaltcave.com

Please review the current Scheduling Policy online for the complete terms.