

Appointment, Cancellation, Late Arrival & Refund Policy

Our Commitment to an Exceptional Experience

At Sensory Sentiments Massage & Wellness Spa, every appointment is thoughtfully reserved to provide an intentional, peaceful, and luxurious wellness experience. Our appointment schedule is carefully curated to ensure each guest receives our full attention without interruption.

Because each reservation requires dedicated therapists, treatment rooms, spa amenities, and personalized preparation, we respectfully ask that all guests honor their scheduled appointment times and review the following policies prior to booking.

These policies allow us to provide every guest with the exceptional level of service that defines the Sensory Sentiments experience.

Appointment Reservations

Appointments are reserved exclusively for each guest.

A valid credit card and required deposit are necessary to secure all appointments.

Deposits must be received no later than twenty-four (24) hours before the scheduled appointment. Appointments that remain unpaid after this deadline may be automatically released without additional notice.

Arrival Policy

Guests are required to arrive **20 minutes prior** to their scheduled appointment.

Early arrival allows sufficient time to:

- Check in
- Complete or update health forms
- Change into spa attire
- Enjoy refreshments
- Relax before treatment
- Begin your service on time

Your treatment begins at your scheduled appointment time—not at your arrival time.

Arriving early ensures you receive your full reserved experience.

Late Arrival Policy

We understand that unexpected delays occasionally occur. Whenever possible, we ask that guests contact the spa immediately if they anticipate arriving late.

Although we will always make every reasonable effort to accommodate late arrivals, accommodations are made solely at the discretion of Sensory Sentiments and cannot disrupt the appointments or experiences of other guests.

Late arrivals may result in shortened services while the full appointment fee remains due.

Arrivals Up to 15 Minutes Late

Guests arriving up to fifteen (15) minutes after their scheduled appointment time may receive the remainder of their scheduled service if therapist availability permits.

During these circumstances:

- Service time will be reduced by the amount of time the guest is late.
 - Services will still conclude at the originally scheduled ending time.
 - Full payment for the originally reserved service remains due.
 - Deposits are forfeited.
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Arrivals Between 16-20 Minutes Late

Guests arriving between sixteen (16) and twenty (20) minutes late may receive a shortened treatment only if the therapist's schedule and/or facility capacity allows.

Sensory Sentiments reserves the sole right to determine whether sufficient time remains to safely and professionally perform the service.

If the service cannot reasonably be completed, the appointment may be rescheduled according to the cancellation policy.

More Than 20 Minutes Late

Guests arriving more than twenty (20) minutes late for a sixty-minute appointment will generally be required to reschedule, depending upon therapist availability and overall spa capacity.

For appointments longer than sixty minutes, Sensory Sentiments reserves the right to determine whether adequate time remains to provide the service without negatively affecting subsequent appointments.

If the appointment cannot proceed:

- The appointment will be considered a late cancellation.
- The deposit will be forfeited.
- A new deposit will be required before another appointment may be reserved.

No-Show Policy

A No-Show occurs when a guest:

- Fails to arrive for their appointment;
- Arrives after the appointment can no longer reasonably be accommodated;
- Does not communicate with the spa regarding their absence; or
- Cannot be reached after reasonable attempts by our staff.

In these situations:

- All deposits are forfeited.
- No refunds will be issued.
- Prepaid appointments will be converted to non-refundable spa credit, less any forfeited deposit.
- Future appointments may require full prepayment at the time of booking.
- Repeated no-shows may result in restrictions or refusal of future bookings.

Cancellation Policy

Appointments must be canceled or rescheduled at least **48 hours prior** to the scheduled appointment.

Cancellations received with less than twenty-four (48) hours' notice will result in:

- Immediate forfeiture of all deposits.

- A new deposit requirement before another appointment may be scheduled.
- Applicable membership benefits, promotions, or discounts being forfeited for that appointment.

Rescheduling Policy

Guests who provide at least twenty-four (24) hours' notice may reschedule their appointment without penalty, subject to availability.

Rescheduling requests received less than twenty-four (24) hours before the appointment will be treated as a late cancellation and will result in:

- Loss of the original deposit.
- A new deposit requirement for the newly scheduled appointment.

Refund Policy

Sensory Sentiments maintains a strict No Refund Policy.

Once an appointment has been reserved, payment has been accepted, or a service has been purchased, **all sales are final.**

This policy applies to:

- Deposits
- Prepaid appointments
- Membership services
- Packages
- Gift certificates (unless otherwise required by law)
- Promotions
- Events
- Sensory Experiences
- Private reservations

No monetary refunds will be issued for any reason after payment has been processed.

Spa Credit Policy

When applicable under these policies, prepaid balances (excluding forfeited deposits) may be converted into spa credit at the sole discretion of Sensory Sentiments.

Spa credit:

- Has no cash value.
- Is non-refundable.
- May not be transferred to another individual.
- Cannot be redeemed for cash.
- May only be applied toward eligible future services.

Inclement Weather & Unforeseen Events

The safety of our guests and staff is always our highest priority.

If an appointment cannot reasonably take place due to circumstances beyond the guest's or spa's control, including but not limited to:

- Severe weather
- Snow or ice storms
- Hurricanes
- Flooding
- Tornadoes
- Fire
- Power outages
- Government emergency declarations
- Natural disasters
- Public safety emergencies
- Other force majeure events

Sensory Sentiments will gladly reschedule the appointment without penalty.

However:

No financial refunds will be issued.

Payments will remain on the guest's account and will be applied toward the rescheduled appointment.

Group Bookings, Private Events & Sensory Experiences

Due to the carefully coordinated nature of our luxury group experiences:

- Every guest must arrive at least twenty (20) minutes early.
- Experiences begin promptly at the scheduled start time.
- Late arrivals may miss portions of the experience.
- Missed portions cannot be repeated or extended.
- Services cannot be lengthened to recover lost time.
- No refunds or partial refunds will be issued for missed portions of any experience.

Communication

Guests are responsible for:

- Providing accurate telephone and email information.
- Monitoring voicemail and text messages.
- Returning calls promptly.
- Informing the spa immediately if running late.

While our team will make every reasonable effort to communicate with guests regarding appointment changes or delays, failure to receive or respond to communication does not exempt guests from these policies.

Right to Modify Services

Sensory Sentiments reserves the right to modify, shorten, reschedule, or decline any appointment when necessary to:

- Preserve the quality of services.
- Maintain therapist schedules.
- Protect the experience of other guests.
- Address operational or safety concerns.

Every effort will be made to accommodate guests whenever reasonably possible without disrupting appointments reserved for others.

Policy Acceptance

Sensory Sentiments

MASSAGE & WELLNESS SPA

By scheduling, purchasing, reserving, or receiving services from Sensory Sentiments Massage & Wellness Spa, guests acknowledge that they have read, understood, and agreed to this Appointment, Cancellation, Refund, Late Arrival, No-Show, Deposit, Rescheduling, and Spa Credit Policy.

These policies are designed to protect the exceptional experience of every guest while ensuring the highest level of service, professionalism, and luxury that defines Sensory Sentiments Massage & Wellness Spa.