

## RESERVATION & CANCELLATION POLICY AT SÊN

To maximize your sên Spa experience, we would like to remind Members to call ahead and if you can't get a slot, please leave your name with the receptionist who will then add you to the waitlist. If you're unable to make it for your appointment, please call sên 48 hours in advance to avoid the 100% charge.

### **Reservations**

Calling in advance is always wise when booking at sên especially during peak period as well as festive seasons. You could make your reservations via phone, email or in person. If you cannot obtain an appointment at sên, please leave your name with the receptionist and we will add it to the wait list. It is frequent that Members cancel along the way. Once that happens, we will call the next person on the list.

### **Standing Appointments**

For frequent users who would like to book their favorite therapist on a regular basis at the same time each week, we have standing appointments available as well. This will ensure that your services will be there for you when you are come.

### **Cancellation Policy**

Your treatment and your provider's time are reserved specifically for you. Therefore, a 48-hour advance notice is appreciated should you need to change, cancel or reschedule your appointment. Late notifications and 'no call, no shows' will be charged at full treatment price.

sên performs approximately 150 services daily however we also experience a fair amount of cancellation. On average, we have 15% cancellations on any given day. This is costly to The Club as we have pay the part timers even when no service is rendered. We would like to remind Members that you have to cancel at least 48 hours prior to your appointment as anything less than that is subjected to a 50% charge of your services. 'No shows' or cancellations on the day itself will be subjected to 100% charge. This is to prevent loss of revenue for both The Club and therapists.

### **Per Bylaw**

#### *15.3.3 Cancellation Deadline*

To avoid a cancellation fee, cancellations or postponements of scheduled appointments must be made at least 48 hours in advance.

#### *15.3.4 Late Cancellation Fee*

A cancellation fee of 50% of the price of the scheduled services will be charged if cancellation **is less than 48 hours** in advance. **All 'no shows' will be charged at full value** of the price of the scheduled services.

We do make exceptions for Members who say that it is an emergency or a family member has fallen ill, however we have all cancellations on record and will be able to refer back.

### **Punctuality**

Please be punctual for your service. Any delay in starting will result in a shorter service time to avoid keeping the next Member waiting.

**Voicemail**

At certain times of the day, sên experiences a high level of traffic. This could be from responding to walk-ins or on the phone. You may experience a delay and we may be only able to get back to you 24 hours later. As a reference, should we not be able to reach you, we will follow-up with an e-SMS to inform you.