

Terms and Conditions for bookings with Mobile Massage and Beauty

Cancelling my appointment and refund policy

We understand that sometimes things need to change. Our cancellation policy is that if more than 24 hours' notice is given then a full refund in the form of a gift certificate for the full amount will be forwarded to you that day.

Please note we do not give cash refunds as our therapists are booked and confirmed with your payment by credit card. We do not take tentative bookings due to the nature of our mobile massage service.

Once we take your booking, we take full payment from your card. We then book your therapist and lock them into being available for your appointment. As such, we don't refund back to your card if your circumstances change or you change your mind.

If you cancel with less than 24 hours notice a cancellation fee of \$50 will apply for each treatment booked. The balance will be refunded to you in the form of a gift certificate.

Any no shows or cancellations with less than 4 hours notice will not receive any refund. We do require that you have a phone number that our therapist can call you on, on the day, to confirm room numbers or other information.

Full payment for your treatment will be taken from your credit card on booking, we accept Visa and Mastercard.

Gift Vouchers

No credit or change will be given for any unused portion of the gift card. We are not responsible for any fraudulent or stolen gift cards. It is the holder's responsibility to ensure the safe keeping of the gift card. Expired vouchers are non-refundable, in part or in whole.

Thank you for your understanding and we are looking forward in seeing you soon.