FREE STUDIO RESOURCE · MASSAGE STUDIOS

Appointment cancellation and rescheduling policy

A practical, adaptable starting point for explaining your appointment-change rules to customers.

Before you publish

• Replace every square-bracketed placeholder before sharing the policy. Delete instructions and options that do not apply.

• Choose one clear way customers can request a cancellation or new time, and say which time zone your deadline uses.

• Set a notice window that works for your studio. This template assumes no standard deadline, late fee, no-show fee, deposit, refund, or package-session rule.

• If you charge for a late cancellation or missed appointment, state exactly what triggers the charge, its amount or calculation, and how it is collected. If you charge nothing, say so plainly.

• Check that the wording matches how your studio handles existing bookings, prepayments, late arrivals, and studio-initiated changes. Share it before a customer books.

Not legal advice. Cancellation, fee, deposit, refund, and prepaid-service rules can vary by location and business. Check local requirements and have your final policy reviewed before publishing it.

Pactora links for the studio owner

Try the no-sign-in demo: https://pactora.brainer.one/#booking-demo

See current pricing, trial, and feature details: https://pactora.brainer.one/pricing

Create a studio account: https://pactora.brainer.one/register

Customer-facing policy template

Replace every [bracketed item] and remove owner instructions and any option you do not use. Do not publish the policy until it describes your studio's actual rules.

Who this policy covers

This policy applies to [massage services / appointment types] booked with [studio name]. It is effective from [date].

How to cancel or ask for a new time

Contact us at [email / phone / booking link] to cancel or request a different time. Please include [the details you need, such as the customer's name, service, and appointment date and time]. Our studio time zone is [time zone].

Notice and confirmation

Please send a cancellation or rescheduling request at least [number] hours before your appointment begins. We will confirm a cancellation or a new appointment by [email / phone / other channel]. A request does not change your booking by itself. Until we confirm a cancellation or confirm a new time, your current appointment remains scheduled. New times depend on availability.

Late cancellations and missed appointments

Choose one option below, fill in its details, and delete the other option:

■ No-fee option: We do not charge a late-cancellation or missed-appointment fee.

■ Fee option: If you cancel less than [number] hours before your appointment or do not attend, [state the exact fee or clear calculation and whether it applies to late cancellations, missed appointments, or both]. We collect it by [method and timing].

Appointments paid for in advance

If you booked using [a package session / deposit / gift card / other prepayment], [explain exactly what happens after a cancellation or late change, including when any eligible session or balance is restored or any refund is made]. [Remove payment types your studio does not use.]

If you arrive late

If you are running late, contact us at [phone / other contact]. If you arrive after [number of minutes, if a cutoff applies], [explain whether the appointment may be shortened, moved, or cancelled and whether any charge applies]. [If no special rule applies, replace this section with a clear statement of what customers should do.]

If the studio changes your appointment

If we need to cancel or change your appointment, we will contact you by [channel]. You can [describe the options you can offer, such as choosing another available time or cancelling]. Any advance payment or package session will be handled as follows: [state the exact action and timing, if applicable].

Unexpected circumstances and questions

If something unexpected affects your appointment, contact us at [contact details] as soon as you can. [Explain whether and how you review exceptions without promising an outcome you cannot offer.] For questions about this policy, contact [studio contact].