



# massage

## Cancellation Policy Payment Policy

Colleen McClenahan, LMT  
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### Cancellation

I understand that unanticipated conflicts of schedule come up for all of us. I make an effort to accommodate each client's schedule as best as possible. I strive to be fair and empathetic; however, out of consideration for my time, I have adopted the following cancellation policy:

1. I respectfully request that if you need to cancel your appointment, please contact me by phone, text, or e-mail a minimum of 24 hours in advance. That way the open slot can be filled with someone on my waiting list needing an appointment.
2. If cancellation is not made within the minimum 24-hour notice, you will be charged for the full service and payment must be made at your next scheduled session. If you have prepaid for your session, you will relinquish the funds toward that session.
3. In case of an emergency or illness, please let me know by phone or text as soon as possible, and an exception to this policy may be made.
4. If I need to cancel, I will contact you by phone or e-mail at a minimum of 24 hours before your appointment. If I am sick or if an emergency arises, I respectfully ask that you be empathetic. If illness or emergency is not the reason, and I cannot give you at least a 24-hour notice, you will be compensated for your full session.

### No Show

1. If you forget or chose to skip your appointment, this will result in a full-service charge and payment must be made at your next scheduled session. If you have prepaid for your session and you do not show, you will relinquish the funds toward that session.
2. If I do not arrive for your appointment, you will be fully compensated for your session.

### Late

1. If you are late for your appointment and my schedule does not allow for your full session, please expect to receive only the amount remaining of your scheduled appointment time. You will still, however, be responsible for payment of the full session.
2. I respectfully ask that you call, text, or e-mail if you are running late.

3. If I am running late, I will call you on the phone number that you left with me when you scheduled your appointment. You will receive your full-scheduled session. If your schedule does not allow for your full session, you will receive credit toward that lost time in another session.

### Payment

Payment is due at time of service.

Check or cash are the only accepted forms of payment at this time. Checks are to be made out to Colleen McClenahan. If you pay with cash, please try to bring the exact amount, as I will not always have change available.

Thank you and I look forward to providing you with an outstanding experience of well-being.

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Signature

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Date

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Print Name