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## Important Information | Regarding Your Appointment<sup>(s)</sup>

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### Payment<sup>(s)</sup>

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#### ▼ **Session Deposits**

All sessions / appointments require a deposit to secure your seat<sup>(s)</sup> / chair<sup>(s)</sup> for appointment<sup>(s)</sup>.

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#### ▼ **Non Refundable Deposits**

All remitted deposits are non-refundable. There will be no exceptions to this policy unless in the event your appointment is canceled by Hocking Hills Serenity Salt Cave. In the event you schedule an appointment with us, and are unable to attend your appointment for any reason, your deposit will not be refunded.

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#### ▼ **Refund(s)**

All deposits are non-refundable. However, if you have pre-paid for your appointment in full and are unable to attend, you will be refunded all remitted payment(s) with the exception of the deposit amount/amounts (per person/seat/appointment).

**NOTE:** In the event you remit your payment in full, but do not show up for your appointment (no call no show), you will not receive a refund of any kind. Please reference the "Cancellation Process" section below for additional information.

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### Scheduling, Cancellation & Rescheduling

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#### ▼ **Self Scheduling**

All appointments scheduled by the guest (you) are completed electronically online. \*Please Note: all persons in your party must complete the guest intake paperwork - see additional detail under the "Arrival & Paperwork" section below.

#### ▼ **Arrival & Paperwork**

All guests are required to arrive to their appointment at least 15-20 minutes **prior to** their scheduled appointment time for check-in. During this time, all guests (excluding the guest who initially filled out his/her paperwork online in most cases) are/will be required to complete the guest intake paperwork.

In addition to guest paperwork, during your check-in process we will collect any outstanding balances (if applicable) prior to the beginning of your session/appointment.

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#### ▼ **Cancellation Process**

Any scheduled appointment for which you are unable to attend or need to cancel must be canceled online, or by speaking to a representative at least eight (8) hours **prior to** your appointment time. Please be advised if you leave a message on our answering service, this must be completed within the eight (8) hour required time frame to avoid possible forfeiture of remitted payments.

In the event you have remitted your balance in full prior to your appointment, but do not call, show up for, or reschedule your appointment eight hours prior to your scheduled start time (no call no show), all remitted payments will become ineligible for refund. There will be **no exceptions** to this policy for any reason.

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#### ▼ **Rescheduling**

All appointments that are in need to be rescheduled can be completed by the customer online. Deadline to reschedule your appointment is available any time, with the exception of eight (8) hours prior to the appointment(s) start time.

### Misc Information

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#### ▼ **Misc Information**

Misc Information - *no information available yet for this section.*

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Misc Information - *no information available yet for this section.*

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Misc Information - *no information available yet for this section.*

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▼ **DISCLAIMER(S)**

All information listed within this/these lists are subject to change at any time without notice. By scheduling an appointment with Hocking Hills Serenity Salt Cave, you are deemed to have read, understood, and accepted these terms and provisions. Please contact us directly in the event further clarification is needed.