

# Thank you for choosing [Marchell's<sup>LLC</sup> Day Spa](#) for your Relaxation Massage Services. Please review our Cancellation Policy below:

If you are unable to keep your scheduled appointment - Without 48-Hour notice\* of the need to Cancel or Reschedule,

A fee of \$35 will be applied to your invoice upon receiving service(s) from Marchell's LLC.



\*This includes All Members and Clients who book appointments more than 3 days in advance of an appointment. Clients who book appointments within 3 days of an appointment must secure appointment with a credit card. For any scheduled appointments where the Client does not contact Marchell's to Cancel or Reschedule prior to the appointment time (Marchell's considers this an *abandoned* appointment or a *no-call, no-show* appointment), the credit card will be charged the \$35 fee upon 15 minutes beyond the appointment commencement time. Exceptions: explanatory circumstances beyond a Client's control.

## GROUPON CUSTOMERS:

Vouchers will be redeemed for abandoned appointments. The amount (Value) of the Groupon Voucher will remain available for credit towards a future booking.

\*\*\*VERY IMPORTANT\*\*\* Only 3 Reschedule/Cancellation instances will be permitted per appointment secured with a Groupon Voucher. Once you Cancel/Reschedule for the third time, your Voucher is void; you will be required to submit additional fees, pursuant to the Groupon Fine Print, the fee will not exceed the amount of the voucher that was purchased. Please also note, that Marchell's LLC does not guarantee the Promotional Service beyond the Groupon Voucher's Expiration Date. [For information on what to do with your expired Groupon Vouchers](#), please contact us at your earliest convenience, your Voucher is likely still valid, just let us know when you would like to visit.

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