

Client information

We recommend that you arrive for your treatment at least five minutes before your session. This will allow you to prepare any paperwork before your first session and help you make the most of the “me” time prior to any future sessions.

We understand that life can get busy and we try to be as flexible as possible, however, we do have policies that apply in the case of lateness, short-notice cancellation or no-shows.

Tranquility Massage Therapy late policy

We will do everything we can to ensure that we run on time and you can enjoy the whole of your scheduled treatment. However, if you arrive late and we have appointments immediately afterwards, your therapist may only be able to offer the remaining time and will retain the right to charge the full treatment fee.

We recommend that you arrive a minimum of 5 minutes before your appointment time in order to relax and make the most of your massage.

Tranquility Massage Therapy cancellation policy

With respect for our wait-listed clients and also our therapists who are small business owners, we request a minimum of 24 hour's notice to change or cancel an appointment.

If you provide less than 24 hours notice, your therapist may apply a cancellation fee of 50% of the appointment price.

If you do not show for your appointment, without any prior notice, the full scheduled fee will be invoiced to you for payment prior to your next appointment.

Please ask to speak directly to your therapist if you feel that your circumstances may qualify for special consideration.

Please note that if you do not show up to your appointment, or if you cancel at very short notice, more than once, your therapist may also require pre-payment to secure future appointments.

We appreciate your understanding.

Tranquility massage team.