

Subject: Re: Cancel Appointment
From: "General Manager | Hocking Hills Serenity Salt Cave" <cody@hhserenitysaltcave.com>
Sent: 6/22/25, 7:15:06 AM
To: mandy0518.an@gmail.com

Good morning, Amanda!

I am hopeful this email reaches you well. My name is Cody, and I am the General Manager here at Hocking Hills Serenity Salt Cave. First and foremost, I would like to thank you for choosing us as a destination, and secondly for reaching out to us via our website.

In response to your original message:

*"Hello,

I have an appointment scheduled for a group of 5 for the salt cave tomorrow at 12:00. I see that my 10 yr old daughter is not old enough to participate and need to cancel the appointment. I have tried multiple times without success to cancel the appointment though the "Cancel/change appointment link" from my confirmation email without success. I'm hoping you get this message prior to the morning.*

*Thank you,
Amanda Novitski-Juedes
920-309-0964"*

***Kindly be advised, upon further review, including the fact you selected a private appointment, and have pre-paid for your entire appointment in advance, I am personally placing an administrative override for your appointment and will allow an exception be made for your 10 year old daughter to participate in the experience. I will inform my staff who will be assisting with your appointment today following this email.

I am hopeful this helps!! Please respond to this email at your earliest opportunity to verify receipt.

Thank you for your time, and again for choosing Hocking Hills Serenity Salt Cave as a destination. I speak on behalf of all when I say we are looking forward to seeing you shortly!

Warmest regards,

Cody Bailey
General Manager
Director of Operations



Cody Bailey | General Manager • Director of Operations

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