

The logo consists of the letters "HHSSC" in a bold, red, serif font, centered within a white circle that has a red border.

HOCKING HILLS SERENITY SALT CAVE

CANCELLATION | SCHEDULING POLICY

CONTACT

690 Old McArthur Road
Logan, Ohio 43138

info@hhserenitysaltcave.com

1 (740) 385-9999

GUEST POLICY

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Guest Cancellation & Scheduling Policy

— Your appointments and well-being are very important to us! We understand that sometimes, unexpected delays can occur, making schedule adjustments. If you need to cancel your appointment, we respectfully request **at least a 4-hour**, but would appreciate a **24-hour** notice if possible.

OUR POLICY:

- » Any cancellation or reschedule made less than **[4 hours]** will result in a cancellation fee. The amount of this fee will be equal to **[10%]** of the reserved service amount, **plus \$10.00**.
- » If you are more than **[15 minutes]** late for your appointment, we may not be able to accommodate you. In this case, the same cancellation fee will apply. We will do our very best to reschedule your service for another time that is convenient to you.
- » We **require** a credit or debit card to hold your appointment. Cancellation fees will be charged to the card on file.
- » In the event of a true, unavoidable+ emergency, all **or** part of your cancellation fee^(s) may be applied to future services at the discretion of [Hocking Hills Serenity Salt Cave](#).