

CONTACT

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GUEST POLICY

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Inclement Weather & Unforeseen Cancellations | Refund Policy

Your appointment^(s) and well-being are very important to us! Sometimes, unexpected delays can occur, making schedule adjustments or cancellations necessary. This policy outlines the general circumstances and/or refund (if any) you may be entitled to in the event Hocking Hills Serenity Salt Cave must cancel your appointment as a result of inclement weather and/or another unforeseen, uncontrollable, unfortunate circumstance.

OUR POLICY:

Though our scheduling policy states all deposit^(s) are non-refundable, in the unfortunate event we (the company) must cancel your appointment^(s) for any reason the following will apply:

» In the unfortunate event we must cancel your appointment^(s) for any reason with limited notice, we will first attempt to reach you **via telephone and/or electronic communication** to advise of the situation.

» **FOR REMITTED DEPOSITS ONLY:** Upon speaking with you (assuming successful contact is made), **all** of your prior remitted deposit^(s) may be applied to future services via an appointment reschedule for a later date.

• In the event you are not able to reschedule for a later date, we will issue a full refund for any deposit^(s) you have priorly remitted within 7-10 business days. Refunds will be credited to the original payment method (credit/debit card). *Please Note: there will be a \$2.50 refund fee.

» **FOR APPOINTMENTS PRE-PAID IN FULL:** Upon speaking with you (assuming successful contact is made), **all** funds you have remitted may be applied to future services via an appointment reschedule for a later date.

• In the event you are not able to reschedule for a later date, we will issue a full refund for any deposit^(s) and/or funds you have priorly remitted within 7-10 business days. Refunds will be credited to the original payment method (credit/debit card). *Please Note: there will be a \$2.50 refund fee.

** In the event we are unsuccessful in contacting you, we will attempt (if possible) to await a return telephone call for up to 30 minutes following our first attempt. However, if we are unable to make indefinite contact, we will attempt to reach you the following business day in effort to discuss available options for rescheduling, partial and/or full refunds (if applicable).