

Your home-visit booking policy

Personalized massage | 386-895-CALM (2256) | andrea@terrapeuta.com

BOOKING NOTICE

Online bookings require at least 24 hours' notice. For sooner availability, call or text Andrea at 386-895-CALM (2256).

RESERVING YOUR SESSION

Regular private-pay appointments require a \$50 online deposit and a card to secure the reservation. The deposit is applied toward your session; the remaining balance is due after your visit. Gratuities are not included. VA-authorized and complimentary community sessions are arranged separately.

CANCELLATIONS AND RESCHEDULING

At least 24 hours before: no fee. Your deposit is refunded for a cancellation or transferred to the rescheduled appointment.

Less than 24 hours, but at least 4 hours before: 50% of the reserved session price.

Less than 4 hours before: 100% of the reserved session price.

The same fees apply to late rescheduling. Use your booking link or contact Andrea. For changes within 24 hours, contact Andrea directly.

Your deposit counts toward any cancellation or missed-visit fee; it is never added on top. Only the remaining fee balance is charged to the card securing your reservation. Charges are communicated with a receipt.

MISSED HOME VISITS

If nobody is home or Andrea cannot access your appointment, the fee is 100% of the reserved session price. Andrea will call and text and allow 15 minutes after the scheduled start before recording a missed visit. Provide your complete address, gate code, and parking instructions when booking.

TRAVEL AND SESSION TIME

A \$20 travel fee applies beyond 20 miles from Palm Coast. For a missed visit, this fee applies only if Andrea has already travelled to you and the location is beyond 20 miles. Cancellation percentages exclude the travel fee. Booked durations are hands-on session time; allow about 10 minutes before and after for setup and packing.

ILLNESS, EMERGENCIES AND WEATHER

Contact Andrea as soon as possible for sudden illness or an emergency; fees may be waived at her discretion. If Andrea cancels or travel is unsafe, no cancellation fee applies and your deposit is refunded in full. An alternative time may be arranged by agreement.

I have read and understand this booking policy, including the deposit, cancellation, rescheduling and missed-visit fees.

Client name

Date

Signature (sign with Andrea): _____