

Cancellation Policy for Revive Biohacking

At Revive Biohacking, we understand that our clients' schedules can change, and we strive to provide the utmost flexibility while maintaining a high level of customer service. We have implemented the following cancellation policy to ensure that all clients have the opportunity to enjoy our services, while also allowing us to manage our schedule and costs effectively.

1. **Cancellation Timeframe** To cancel or reschedule an appointment for any of our services, including the IR sauna, cold plunge, salt room, red light, brain tap, or massage chairs, clients must notify us at least one (1) hour before the scheduled appointment time. This allows us to offer the appointment slot to other clients and manage our resources efficiently.
2. **Late Cancellation Fee** If a client cancels an appointment with less than one (1) hour's notice, they will be charged a credit for the respective service. This policy is in place to compensate for the lost opportunity to provide the service to another client and to help maintain our operational costs.
3. **No-Show Policy** If a client fails to show up for a scheduled appointment without providing any prior notice, they will also be charged a credit for the service they missed. This policy helps us ensure that our scheduling remains efficient and fair for all clients.
4. **Exceptions** We understand that unforeseen circumstances can arise, and we will consider exceptions to our cancellation policy on a case-by-case basis. If you believe your situation warrants an exception, please contact our customer service team to discuss the matter.
5. **How to Cancel or Reschedule** To cancel or reschedule an appointment, clients can either log into their account on our website www.revivebiohacking.com, call us at our provided contact number, or send an email to contact@revivebiohacking.com with their name, appointment details, and reason for cancellation or rescheduling.

By booking an appointment at Revive Biohacking, clients agree to adhere to our cancellation policy. We appreciate your understanding and cooperation, as this policy helps us provide a high level of service to all our clients while managing our schedule and costs effectively.

Revive Biohacking Cancellation Policy

1. General

At Revive Biohacking, we understand that life can be unpredictable and plans can change. To ensure we provide the best service to all of our customers, and in order to maintain efficient scheduling and cost management, we have implemented the following cancellation policy.

This policy applies to all of our services including, but not limited to, the Infrared (IR) sauna, cold plunge, salt room, red light therapy, brain tap, and massage chairs.

2. Cancellation Notice

Customers are required to provide a minimum of one hour notice prior to the scheduled appointment time for any cancellations or rescheduling. This allows us to offer your spot to another customer and plan our schedule and resources more effectively.

3. Late Cancellation Fees

If a customer cancels their appointment with less than one hour's notice, a service credit will be deducted from their account. This is because, with such short notice, we are unable to offer the time slot to another customer, and it may mean that our resources are not used efficiently.

4. No Show Policy

If a customer does not show up for their scheduled appointment without providing any prior notice of cancellation, a service credit will be deducted from their account.

5. Exceptions

We understand that sometimes extraordinary circumstances are unavoidable and a cancellation may be necessary. Please call us if you think exceptional conditions apply to your situation. We will consider these instances on a case-by-case basis.

6. Scheduling

We encourage customers to schedule their appointments with ample time in advance to secure their preferred date and time. By giving us more notice, we can ensure that we have the resources available to provide the best service possible.

7. Customer Service

Our team is here to assist you in navigating this cancellation policy. Please feel free to reach out to us if you have any questions or concerns about this policy, or if you need help managing your appointments. Our aim is always to provide excellent customer service, and part of that is ensuring a clear, fair cancellation policy.

8. Changes to the Cancellation Policy

Revive Biohacking reserves the right to modify this cancellation policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

By scheduling an appointment with Revive Biohacking, you are agreeing to our cancellation policy. Thank you for your understanding and cooperation. We look forward to serving you!