

Cancellation & Booking Policy

Appointment Guidelines

As a holistic practitioner offering personalized massage services, I maintain a limited schedule of appointments per day to ensure the highest quality care for each client. Each session is specifically reserved for you and requires careful preparation.

Cancellation Policy

- A minimum of 24 hours' notice is required for all cancellations via TEXT.
- Cancellations made with less than 24 hours' notice will incur a 100% charge of the scheduled service
- No-shows or cancellations made within 4 hours of the appointment will be charged the full service fee
- Emergencies will be handled on a case-by-case basis

Late Arrival Policy

- If you arrive late, your session will end at the originally scheduled time to ensure other clients are not delayed
- Full payment is required regardless of shortened duration
- Arrivals more than 15 minutes late may result in cancellation of the appointment and full charge of the service

Booking & Payment

- A credit card may be required to secure your booking
- Pre-payment may be required for first-time clients or during peak periods
- Rescheduling within the 24-hour window will be treated as a late cancellation

Why These Policies Matter

As a small practice, last-minute cancellations significantly impact our business. Each cancelled appointment represents:

- Reserved time that could have been offered to another client
- Preparation costs including travel time, supplies and room setup
- Administrative time spent on scheduling
- Lost income that cannot be recovered on short notice

Special Circumstances

We understand that unexpected situations arise. Please contact us VIA TEXT as soon as possible if you:

- Are experiencing illness or contagious symptoms
- Have an emergency situation
- Need to make special arrangements

We will always do our best to accommodate genuine emergencies while maintaining the sustainability of our practice.

Thank you for your understanding and cooperation in maintaining these policies, which allow us to provide the highest level of service to all our valued clients.

Essential Oil and Carrier Oil Products Return Policy

Non-Refundable Items

Any essential oils or carrier oils that have left our premises are strictly non-refundable. This policy is in place because:

- Essential oils and carrier oils are sensitive to environmental conditions
- Product integrity cannot be guaranteed once exposed to external environments
- Quality and safety standards cannot be verified for returned products
- Cross-contamination risks must be prevented
- Rancidity risks for carrier oils cannot be assessed once they leave our control

Exchange Terms

1. All sales are final once products leave our premises
2. Exchanges are only permitted for unopened products while still on our premises
3. Original receipt must be presented for any exchange requests
4. Products must be in their original, sealed packaging
5. Exchange requests must be made immediately at the point of sale

Quality Assurance

We maintain strict quality control measures for all our products through:

- Temperature-controlled storage
- Protection from direct sunlight
- Proper handling procedures
- Regular quality inspections

- Batch testing for carrier oil freshness
- Monitoring of expiration dates

Customer Recommendations

To ensure the best quality of your oils:

- Store products in a cool, dark place
- Keep bottles tightly sealed when not in use
- Avoid exposure to extreme temperatures
- Handle products with clean, dry hands
- Follow all usage instructions provided
- Monitor carrier oils for signs of rancidity
- Use carrier oils within their recommended shelf life
- Store carrier oils in appropriate containers to prevent oxidation

Special Circumstances

While we maintain a strict no-refund policy, we address quality concerns on a case-by-case basis. Please contact our customer service team if you have specific questions about your purchase.

Legal Notice

This policy complies with consumer protection laws while ensuring product safety and quality standards. By completing your purchase, you acknowledge and agree to these terms.

Product-Specific Guidelines

Essential Oils

- Must be stored in dark glass bottles
- Keep away from direct sunlight
- Avoid exposure to heat sources

Carrier Oils

- Check expiration dates before purchase
- Store in cool conditions to prevent rancidity
- Some carrier oils may require refrigeration
- Natural separation may occur; this is normal

Supplements and General Products Return Policy

Return Eligibility

Supplements

- All supplement returns must be in original, unopened packaging
- Products must be within their expiration date
- Returns must be accompanied by original receipt
- Returns must be made within 14 days of purchase
- Opened supplements cannot be returned due to safety and quality concerns
- Products must not show signs of damage or tampering

General Products (Non-Supplement Items)

- Must be in original condition and packaging
- Returns accepted within 14 days of purchase
- Original receipt required
- Items must be unused and undamaged
- Tags and labels must still be attached
- Seasonal items may have modified return periods

Non-Returnable Items

The following items cannot be returned:

- Opened supplements or vitamins
- Personal care items that have been opened or used
- Clearance or sale items marked as "Final Sale"
- Items showing wear, damage, or alteration
- Products without original packaging
- Items past their return window

Return Process

1. Bring items to our premises with original receipt
2. We will inspect items for return eligibility
3. Approved returns will be processed as:
 - Store credit
 - Exchange for same item
 - Exchange for different item

Quality Assurance

We ensure product quality through:

- Regular inventory inspections
- Temperature-controlled storage when required
- Proper handling procedures
- Expiration date monitoring
- Supplier verification
- Batch tracking

Health and Safety Compliance

- We follow health department guidelines
- Products are stored according to manufacturer specifications
- Temperature-sensitive items are monitored

Special Circumstances

- Defective products will be evaluated on a case-by-case basis
- Allergic reactions should be reported immediately
- Product quality issues must be documented
- Management reserves the right to modify return terms

Customer Satisfaction Guarantee

While we maintain strict return policies for health and safety reasons, we are committed to customer satisfaction. If you have concerns about any product, please notify us immediately.

Legal Notice

This policy complies with all applicable consumer protection laws and FDA regulations. By making a purchase, customers acknowledge and agree to these terms.

Office Credit Policy

- Store credit is valid for six months from date of issue
- Credit may be used for any in-store purchase
- Credit cannot be exchanged for cash
- Lost or stolen store credit cannot be replaced

Shipping and Handling Policy

Payment Requirements

- Full payment is required before any items are shipped
- Orders will be processed only after payment confirmation
- Payment must be cleared and verified
- Incomplete payments will delay shipping until resolved

Processing Timeline

- Orders are processed in the order they are received
- Standard processing time: 1-3 business days, any delays you will be notified at the time of your order.
- Processing begins after payment confirmation
- Additional processing time may be required for:
 - Custom orders
 - Large quantities
 - Special handling requirements
 - Holiday periods

Shipping Methods

- Standard shipping
- Express shipping (when available)
- Local pickup options
- International shipping (select locations)

Packing and Handling Fees

Additional charges may apply for:

- Special protective packaging for fragile items
- Custom boxes or containers
- Extra padding or insulation
- Temperature-controlled packaging
- Oversized item handling
- Hazardous material packaging
- International shipping documentation

Package Protection

We take care to ensure your items arrive safely:

- Items are individually wrapped for protection
- Fragile items receive extra cushioning
- Temperature-sensitive products are properly insulated
- Liquid products are sealed to prevent leakage
- Proper labeling for special handling requirements

Shipping Restrictions

- Some items cannot be shipped internationally
- Certain products require special handling
- Temperature-sensitive items may have seasonal shipping restrictions
- Hazardous materials have specific shipping requirements

Tracking Information

- Tracking numbers provided for all shipped orders
- Updates sent via email
- Online order tracking available
- Delivery confirmation when applicable

International Shipping

- Additional customs forms required
- Import duties and taxes are buyer's responsibility
- Longer processing times may apply
- Some restrictions on shippable products
- Additional packaging requirements may apply

Shipping Address Requirements

- Must provide complete and accurate address
- Include any special delivery instructions
- Business addresses must include company name
- PO boxes may have restrictions
- Address changes must be requested before shipping

Lost or Damaged Packages

- Claims must be filed within 48 hours of delivery
- Photo documentation required for damage claims
- Missing packages will be investigated
- Replacement shipping costs may apply

Signature Requirements

- May be required for high-value items
- Available upon request
- Required for certain shipping destinations
- Additional fee may apply

Contact Information

For shipping inquiries:

- Email: info@susancossi.com
- Phone: 403 872 7662

Holistic Practice Privacy Policy

Confidentiality Commitment

We are committed to protecting your privacy and maintaining the confidentiality of your personal and health information. As holistic practitioners, we understand the sensitive nature of the information you share with us and treat it with the utmost respect and care.

Information We Collect

Personal Information

- Full name and contact details
- Date of birth
- Emergency contact information
- Healthcare provider information
- Payment information

Health Information

- Medical history
- Current health conditions
- Medications and supplements
- Lifestyle factors
- Treatment preferences
- Wellness goals
- Treatment notes and progress
- Consultation records
- Allergies and sensitivities

How We Use Your Information

Primary Uses

- Providing holistic health services
- Developing personalized treatment plans
- Tracking treatment progress
- Maintaining health records
- Ensuring safe and appropriate care
- Coordinating with other healthcare providers (with consent)

Administrative Uses

- Scheduling appointments
- Processing payments
- Managing your account
- Responding to your inquiries

Information Protection

Security Measures

- Secure storage of physical records
- Password-protected electronic records
- Limited staff access
- Encrypted electronic communications
- Regular security updates
- Confidentiality agreements for all staff
- Secure disposal of records

Information Sharing

We Share Information Only With

- Other healthcare providers (with written consent)
- Emergency medical personnel when necessary
- Legal authorities when required by law
- Insurance providers (with authorization)

We Never

- Sell your information
- Share information without consent
- Discuss your case with unauthorized persons

- Use information for marketing without permission

Your Rights

Access and Control

You have the right to:

- Request corrections to your information
- Look at your last Scans
- Know how your information is used
- Restrict information sharing
- Withdraw consent
- File a complaint

Special Considerations

Sensitive Information

- Extra protection for sensitive health details
- Strict protocols for mental health information
- Special handling of alternative therapy records
- Careful management of lifestyle information

Treatment Records

- Documentation of sessions
- Regular updates to progress notes
- Secure storage of treatment plans
- Confidential handling of assessments

Emergency Situations

- Protocols for sharing information in emergencies
- Emergency contact procedures
- Documentation of emergency disclosures
- Post-emergency privacy restoration

Record Retention

We retain records:

- As required by healthcare regulations
- According to professional standards

- For necessary treatment duration
- As mandated by insurance requirements

Professional Standards

We adhere to:

- Professional code of ethics
- Industry best practices
- Local healthcare regulations
- Privacy protection standards

Communication Preferences

You can choose how we:

- Contact you about appointments
- Send health information
- Share treatment updates
- Provide wellness resources

Changes to Privacy Practices

- Updates to policy will be communicated
- Written notice of significant changes
- Opportunity to review changes
- Right to question modifications

Complaints and Concerns

For privacy concerns:

- Speak directly with your practitioner
- Submit written complaints

Legal Compliance

This policy complies with:

- Healthcare privacy laws
- Professional practice standards
- Consumer protection regulations

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