

RESCHEDULING/CANCELLATIONS

Calling / Email / Text or Messenger:

Contacting Molly's Massage *after hours* you can expect delay in responsiveness to be delayed to next business day. We reserve the right to not to respond due to our personal obligations to avoid conflicted in our business flow.

Weekend (hours start at 1pm on Friday)communication is very limited. You expect a return follow up on the next business day (Monday). Follow up will be made in the order they come in.

If you have not gotten your question answered with in three business day please contact via Wix app (PC1JLE) or Facebook.

Regular Hours

Monday: 10 am - 5 pm
Tuesday: 10 am - 5 pm
Wednesday: 10 am - 5pm
Thursday: 12 pm - 8 pm
Friday: 9 am - 1 pm
Saturday: Membership Holder Only
Sunday: Closed

Summer Hours (June, July & August)

Monday: 2 pm - 8 pm
Tuesday: 10 am - 4 pm
Wednesday: 2 pm - 8 pm
Thursday: 12 pm - 7 pm
Friday: Closed
Saturday: Membership Holders Only
Sunday: 2 pm - 5 pm Pedicures Only

Our Inconveniences to you:

If Molly's must cancel an appointment of your, we will reschedule as quickly as possible & will add 10 minutes and/or give enhancement (under \$15.00 value) on the next appointment for the inconvenience. Molly's requires a 24-hour cancellation notice to avoid penalty. If less than a 24-hour notice is received, a cancellation fee reflexed in square booking.

No-shows:

No-SHOW is when you do not communicate with our business about your appointment. After 10 minutes of your appointment time we consider this to fall under this category. Will result in charge with the card on file (Square app) with in 14 days of appointments without notice, along with 4% card fee add to the total & tip to ensure employee is compensated for your negligence. (updated: effective 10/01/2019).

Rescheduling:

Moving your appointment interrupts business flow as a whole, fee will still be applied to card on file. To cancel or reschedule, please contact use contact page to cancel.

- Services _____ fee along + 4% card fee add to the total & tip. This charge will happen seven days after if client has not payed in timely manner following.

Weather:

Snow happens in Wisconsin, please plan accordingly. In the case of severe or inclement weather, Molly's may close. Front desk will post on our Wix app & Facebook of any and all closing. We want to ensure safely of all employees (staff) and clients . Please contact us the day of your appointment to verify appointment if severe weather is anticipated. If Molly's remains open,our 24-hour cancellation policy will apply.

Phone Calls:

- Calling / testing or email: after business hour will be **returned** in the order received & in same communication formate unless other wise stated!
- All calls / text / Email are time stamped for quality insurance and please allow 12-24 hours due to limited during business working hours.
- Include your name, date and time of the appointment and the best number to reach you if you would like verification that we received your message. When leaving your message, please include that you would like a return call.



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These appointments are still subject to Molly's cancellation policies.

Updated: 6.30.20