

Ke Kino Policies

Ke Kino understands that life happens. There are several things that may occur that would make it necessary to cancel or reschedule an appointment. In order for Ke Kino to provide excellent customer service and a wonderful experience for all of our clients and be fair and accommodating to our practitioners, we have implemented the policies below. Thank you for your understanding and patience.

Booking Your Appointment

When you call to book an appointment, we will do our best to book you with the practitioner and service that will best fit your wants and needs. Our professional front desk staff is trained to help you!

Our facilities are reserved for you at the time of your appointment. Please arrive 15 minutes prior to your appointment time to allow yourself time to complete the required forms and have a consultation with your practitioner.

You do receive the full amount of time that you have booked for your appointment. For example, if you book a one hour massage, you will receive a full 60 minutes of massage.

A credit card will be requested at the time of booking in accordance with our cancellation policy below.

Arrival

Please arrive 15 minutes prior to your scheduled appointment time. This will give you time to fill out our intake forms and have a short consultation with your practitioner. The intake forms provide us with the necessary information to provide you with the best service possible. These forms are required by the State of Texas.

Late Arrival

In order to accommodate our other clients and staff, appointments will be officially cancelled 15 minutes after the scheduled appointment time and charged according to our cancellation policy.

At our discretion, and with proper notice of your late arrival, we will do our best to accommodate your scheduled appointment. Depending on subsequent appointments, we may be able to provide you with your full scheduled appointment time or a partial appointment time. If we are able to provide a partial appointment, you will be charged the full amount of the original scheduled appointment.

Cancellation Policy

We require that you give us a 24 hour cancellation notice for all appointments booked. . A credit card is requested to reserve your appointments. The credit card will not be charged if you cancel or reschedule your appointment within 24 hours. If you do not cancel or reschedule within 24 hours, the charges are as follows:

- Same day cancellations will be charged the full amount of the appointment
- Same day reschedules will be charged half of the amount of the appointment
- “No shows” will be will be charged the full amount of the appointment

If you book an appointment for the same day (within 24 hours of the appointment), cancellation is not an available option, and the rules as stated above will still apply.

Payment

We accept:

- Visa
- MasterCard
- Discover
- American Express
- Cash
- Checks*

*There will be a \$25 fee for returned checks

Gift Certificates

Gift certificates are available for purchase for services as well as our Gift Shop.

In the event of lost or stolen gift certificates, Ke Kino must be able to track the purchase in order to give credit. We keep records of the purchase of each gift certificate. If we cannot track the purchase of the gift certificate, we cannot give credit.

Minor Children

We do offer our services to minor children with parental consent and/or supervision.

For Massage, Reiki, and Reflexology services:

- Children aged 15 and younger will need to have written parental consent, and we ask that the parent stay in the treatment room with the child during the appointment.
- Children aged 16-17 will need to have written parental consent.

For Acupuncture and Chiropractic services:

- Children under the age of 18 will need to have written parental consent, and we ask that the parent stay in the treatment room with the child during the appointment.

Cell Phones

We ask that you please have your phoned turned off or on silent upon entering the building. If you have to take a phone call, we would appreciate if you took the call outside or use a quite voice as we are trying to provide a quiet and relaxing environment for everyone.

Gratuity

Unfortunately, in accordance with state law, our Student Interns cannot accept gratuity. However, our Licensed Massage Therapists can accept gratuity. Gratuity is always appreciated, but never required!

Specials

At Ke Kino, we run several specials in support of our community. Please be advised that you may only use one special at a time.