LATE ARRIVAL AND CANCELLATION POLICY

Late Arrivals

Clients are responsible for the time they reserve for their appointment. If you are late for your appointment the treatment will still end at the designated time with no change in fee.

If you are a new client please be sure to arrive 10 minutes early to complete your health history form so you will receive your full length of treatment.

Last Minute Cancellations/Reschedules - $40.00

When you book an appointment with a therapist you are booking that therapist's time. In order to accommodate all of our clientele we need 24 hours notice of cancellation or rescheduling. If you are unable to keep your appointment we request that you call 24 hours in advance. If you do not call to cancel or reschedule before the 24 hour period, **a cancellation fee of $40 will be charged**. This fee cannot be billed to extended health plans.

Client substitutions do not count as cancellations as the appointment is still being kept.

Emergency Considerations

If an emergency situation arises, please let us know so that we can treat your specific situation with personal attention. We recognize that there are circumstances that are out of your control (sudden illness, family emergencies, etc.) and we will usually decide to make an exception to the above policies on these rare occasions. However, to prevent this exception from being abused, we may ask for the nature of the emergency or the reason for the sudden cancellation despite the personal nature of the information.

How to Cancel / Reschedule

All cancellations or rescheduling must be made by calling the clinic at 403-320-1524. Cancellations cannot be made via the online booking service.

Name_____ Signature_____ Date_____