



## Cancellation and Missed Appointments

When you schedule an appointment, that time is reserved especially for you. When you miss an appointment without calling to cancel within a reasonable period of time, your practitioner does not have the opportunity to offer that time to someone else in need of service. Missed appointments can also interfere with your progress in treatment.

It is our policy that patients are responsible for all appointments they have scheduled. Patients who choose not to attend or call to cancel their appointments are still responsible for these appointment times. Therefore, the following policy applies:

**24 HOUR (1 WORKING DAY) NOTICE IS REQUIRED TO CANCEL EACH ONE HOUR APPOINTMENT YOU HAVE SCHEDULED.**

Example: 2 hours = 2 working days' notice. 3 hours = 3 working days' notice.

**FOR ANY LATE CANCELLATION OR MISSED APPOINTMENT, THE CHARGE WILL BE 100% OF THAT VISIT FEE.**

**THE CLINIC REQUIRES A 50% DEPOSIT ON ALL APPOINTMENTS SCHEDULED FOR 3 OR MORE HOURS.** Fees for missed appointments and/or late cancellations are expected at or before the patient's next scheduled appointment.

Any patient who misses more than 2 appointments without sufficient notice may be required to pre-pay for scheduled sessions.

Clients can call to check if the therapist is running on time. If the therapist is late, the patient will NOT lose any treatment time. When the client is late for the session, the client incurs the loss of time and payment for the full session expected.

Any exceptional circumstances will be submitted to our Practice Manager for review.

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Patient Signature

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Date