



APPOINTMENT

Cancellation Policy

Our objective is to deliver high-quality care on schedule. We have to put in place an appointment cancellation procedure to do this. Due to the high demand for appointments, and for protection against lost revenue, your prompt cancellation allows another individual to receive timely care, and ensures our small business can continue providing our services without financial interruption. With the help of this policy, we can make better use of the appointments we have for our customers.

At the time of booking your appointment, you will be asked to input your payment information through our secure, third-party scheduling system. Your payment will not be charged at the time of booking. If you cancel within 24 hours, or do not show up for your appointment, you will be charged a lost appointment fee of 100% of the cost of cancelled services if you cancel with less than 24 hours notice.

We plan our services carefully and thoroughly. If you are more than 15 minutes late to your appointment, we will not be able to continue with your appointment. You will also be charged the lost appointment fee if you are more than 15 minutes late for your appointment and are therefore considered a no-show, even service is rescheduled.

I accept to be bound by the conditions of the appointment cancellation policy, having read it and fully understanding it. In the event of a missed appointment, cancellation, or reschedule during the 24 hour timeframe allotted, I consent to paying the lost appointment charge.

Client printed Name	Client signature	Date
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