



We understand that unanticipated events happen occasionally in everyone's life. In our desire to be effective and fair to all clients, the following policies are honored: A credit card is required to book an appointment. 24 hour advance notice is required when cancelling any appointment. This allows the opportunity for someone else to schedule an appointment. If you are unable to give us 24 hours advance notice you will be charged 50% of your appointment(s) for services that are \$100 or less, or a \$50 flat fee for services \$101 and above. **For package clients, a \$50 flat fee will be assessed in the event of a "last minute cancellation/no show and we bear the prerogative to redeem a service for payment if the fee is not paid.** The cancellation/ no show fee must be paid prior to your next scheduled appointment and a credit card will be required to remain on file for future bookings.

No-shows: Anyone who either forgets or consciously chooses to forgo their appointment for whatever reason will be considered a "no-show". They will be charged for their missed appointment.

If you are receiving a complimentary service and do not give 24 hour notice to cancel or move your appointment, the service will be forfeited. If you are receiving a discounted service and do not give 24- hour notice to cancel or move your appointment, you may be required to pay 50% of the regular service price.

Moving your appointment to a different appointment time on the same day is considered a same day cancellation. You are occupying two appointment slots and you may be responsible for paying 50% of your service cost for the original missed appointment.

If you arrive late, your session may be shortened in order to accommodate others whose appointments follow yours. Depending upon how late you arrive, your therapist will then determine if there is enough time remaining to start a treatment. Regardless of the length of the treatment actually given, you will be responsible for the full session amount.

Out of respect and consideration to your therapist and other customers, please plan accordingly and be on time. We look forward to serving you!

