

## **Appointment Cancellation Policy**

We understand that unplanned issues can come up and you may need to cancel an appointment. If that happens, we respectfully ask for scheduled appointments to be cancelled at least 24 hours in advance **(48 hour notice is preferred)**.

We understand that there are sometimes emergencies and you can not come to your appointment. We graciously accept and understand when that happens.

**Please understand I have these policies in effect to protect my business and my clients.**

**PLEASE KNOW THAT I book out two hours for your service. When you cancel, if it is less than 48 hours, we can't fill that spot.**

I love and enjoy my clients! I value you, and I respect your time. I appreciate that you come to see me!

When a client does not show up for a scheduled appointment, another client loses an opportunity to be seen. Although we have always had a cancellation policy, circumstances have caused us to enforce a policy charging for a no-show, and those appointments not cancelled within 24 hours.

**As of September 19, 2018, there will be a fee of ½ the price of the scheduled appointment, if the appointment is not cancelled or rescheduled without 24 hour notice.**

If there is no notice it is considered a no-show/no-call and the full payment of the appointment is required to rebook with the therapist.

If you are more than 10 minutes late I will still be able to see you, but your appointment will end at the time the original appointment was scheduled.

If you are going to be more than 10 minutes late, please call and let us know.

Thank you,  
Jody

Signature: \_\_\_\_\_

Date: \_\_\_\_\_