**Cancellation Policy**

This is our normal cancellation policy and will, for the most part, remain in effect....

24 hour advance notice is required when cancelling an 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 the full amount of your appointment. This amount must be paid prior to your next scheduled

appointment.

**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.

**Late Arrivals**

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. Out of respect and consideration to your therapist and other

customers, please plan accordingly and be on time.

*However, in this time of increased vigilance regarding COVID-19, I would like to amend*

*the 24 hour cancellation policy to say that if you have any symptoms such as fever,*

*chills, muscle aches, cough, congestion, loss of taste or smell, shortness of breath, sore*

*throat, or other flu-like symptoms, you will not be charged for cancelling your*

*appointment, up until your scheduled appointment time. Please err on the side of*

*caution and cancel if you are having symptoms or have been exposed to someone who*

*has. You will be charged for your session if you choose to simply not show up instead of*

*cancelling.*

*Going forward, this will be the policy for any and all communicable diseases including,*

*but not limited to pink eye, influenza, the common cold, staph infection, hand, foot and*

*mouth disease, MRSA, rash of unknown origin, and COVID-19.*

**Please Sign and Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**