



# APPOINTMENT CANCELLATION POLICY

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Our business operates on a scheduled appointment basis.

When cancelling an appointment, we require all clients to provide **MORE than 48 hours notice** to the scheduled time.



This will give us enough time to replace or fill-up the spot that was cancelled.

A full session appointment takes about 40 minutes to 1 hour and 15 minutes maximum. We can only accommodate 7 to 8 clients a day. This is to ensure that each client scheduled for a full session receives quality service.

A missed appointment or no show is a big loss to our establishment and at the same time to those who badly needed an appointment..

# LATE CANCELLATION POLICY



Late cancellations are considered to be any notice of cancellation with less than 48 hours. This also includes No Shows.

For those with Tuesday appointments: The clinic is closed every Sunday & Monday, please inform us at least 3 days (the Saturday before), not later than 2 pm to give way to other patients.

**The Reservation Fee is Non-Refundable.**

If proper rescheduling protocol was followed, the Reservation Fee can be carried over for the newly made schedule..

When we have more than 48 hours notice, we have the opportunity to offer the slot to someone else who may need it.

# LATE ARRIVAL POLICY

Arriving 15 minutes late without proper valid notice to the receptionist is considered a “No Show”.

Some circumstances may be considered. The appointment may be rescheduled or continued depending on the availability of the provider.

Arriving late but still within 15 minutes, means that your session will still be continued but shortened.

The provider should make sure that the appointments following yours will not be affected.

The full service may not be delivered completely because of the time limitations but the fee for the Full Session will still be applied.



# HABITUAL LATE CANCELLATION / NO SHOW



**We strive to provide comprehensive, compassionate and timely care to every patient.**

**We understand there are times when you must miss an appointment due to emergencies.**

**Our management reviews patients who miss, arrive late, or with late cancellations. When a patient has a pattern of skipped appointments, it prevents us from providing the best possible care to all our patients.**

**Clinics may decide to no longer see or treat a patient. The management can only afford to give three (3) warnings and has the right to refuse service to anyone for any reason.**

**Thank you for working with us to ensure all patients have access to the care they need.**