



Cancelation Policy

Late/Cancelation/No-Show Policy

Client Information: Clients are required to provide card information to book appointments. Any booking fees charged to the customer for scheduling a reservation or appointment are non-refundable and will be applied to the next scheduled appointment (not consultation) if the customer cancels or reschedules within the timeframe defined below.

Consultations: Our consultations are complimentary, however cancellations made within 24 hours of the appointment time will be charged a flat-rate fee of \$50.

Late Policy: We value your business and time. If you are running late, please call/text/email our office as soon as possible. In the event you are more than 10 minutes late without notice, your appointment may be cancelled and a reschedule fee of \$50 may apply. This is to ensure each client has their allotted appointment time with their healthcare provider. If you do not arrive to your appointment after the 10-minute window (without contacting our office), you can reschedule, however, a fee of \$50 will be charged to your card on file.

Cancellations and Rescheduling: Customers may cancel or reschedule without penalty by notifying us at least 48 hours before their scheduled appointment or reservation time. To cancel or reschedule, please contact us by phone, text, or email.

No-Shows/Late Cancellations: Cancellations are considered "late" when the customer does not cancel or reschedule at least 24 hours prior to the scheduled appointment or reservation time. Late cancellations and no-shows will result in a charge of 50% of the price of the scheduled service. In the event the price of the scheduled service is less than \$100, they will be charged a flat-rate fee of \$50.

Provider Cancellation: If, for any reason, we must cancel your scheduled appointment or reservation, we will notify you as soon as possible and will work with you to reschedule. No fees will be incurred.

Refunds: Any refunds will be processed in the same method as the original payment.

Fee Waiver: We reserve the right, at our discretion, to waive any fee or penalty assessed in this policy for any reason we deem sufficient and reasonable.