

Massage Therapy Cancellation Policy

Reminders

As a courtesy, we send reminder notifications for upcoming appointments 3 days in advance, as well as 24 hours. However, as with all technology, there are occasional glitches in the system and reminders fail to send. So please use this as a backup rather than your primary appointment reminder.

Cancellations and Missed Appointments

If you need to cancel or change an appointment, please **call** 48 hours before the scheduled appointment. **Cancellations made less than 48 hours prior to the appointment or failure to show for your appointment will be subject to a \$50 cancellation fee.**

We will not accept any cancellations/reschedules via text or email.

If the no-show fee has not been paid one week prior to your next appointment, that appointment will be cancelled.

We understand that unexpected events occur, and we do make exceptions to this policy. For example, if you become ill within the 48-hour period we would rather you stay home and there would be no fee. We will consider other unanticipated situations on a case-by-case basis.

The no-show fee is not billable to insurance and will need to be paid before another appointment is scheduled or, to hold prescheduled appointments, within three days of the next appointment.

Late Arrivals

The insurance cannot be billed for the time that you are not here. If you arrive late for your session, it will be shortened in order to accommodate others whose appointments follow yours. If you are more than 15 minutes late there will be a \$15 charge per 15 minutes that is non-billable to insurance.

I have reviewed the information and policies listed above. You may request a copy of these policies for your records.

Signature: _____

Date: _____

Name (printed): _____