

# Policies

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**Refund Policy:** No refunds on pre-paid packages. The amount purchased may be used for other services.

**Cancellation Policy:** Full service price will be charged for clients that are NO SHOWS.

WE HAVE A 24 HOUR CANCELLATION POLICY. If you cancel outside the 24 hour time and we can fill your spot then you will not be charged, however if we cannot fill your spot then a \$40 cancellation charge will be added. We will make every effort to fill your appointment time before we charge you. A credit card will be taken as you make your first appointment in order to secure your appointment time..

**Arriving Late for an Appointment:** Arriving late to your appointment will limit the time of your session. Please try to be on time. If you arrive late you can receive a shortened session or pay for the appointment in full and reschedule.

**Expiration Dates:** Gift Certificates will be good for one year from the date of purchase.

**Confirmation Calls:** We will try to give you a courtesy call to confirm your appointment a day or two prior to your scheduled appointment. If you have a voice mail we will attempt to leave a message. It is your responsibility to remember your appointment.

**Client Forms:** Please arrive 10 minutes prior to your scheduled appointment to fill out the client health questionnaire. If the therapist is still in session with another client, a sign will be on the door and a health questionnaire will be on a clipboard. Please have a seat in our waiting area.