

## Heather's Holistic Health Cancellation Policy

We understand unforeseen events do occasionally occur in everyone's life. In an effort to be fair to all the clients we serve, the following policies will be honored effective October 1, 2020:

**Cancellations:** When cancelling an appointment, 24-hour advance notice is requested. We work diligently to maintain a considerate schedule for our patrons, and appreciate any opportunity to effectively accommodate any change in schedule. Should a cancellation be necessary, we ask that you kindly call our office within 24 hours of your scheduled appointment to avoid missed service fees. If you are unable to cancel by email, our mindbody app, and/or telephone, your on file credit card will be charged a fee of \$15 to account for a portion of the irreplaceable income loss of our therapists.

**No-Shows:** Anyone who forgets or consciously foregoes their appointment, regardless of reason, will be considered a 'no-show.' If you do not show for your appointment you will be charged \$15 fee to account for a portion of the irreplaceable income loss of our therapists.

If after a no-show appointment or improper 24-hour notice, anyone requesting a second appointment will be charged the full amount of that service in advance. The clients account will be marked, and a nonrefundable advance payment prior to any future scheduled services may be required.

**Late Arrivals:** Arriving late to an appointment can result in a shortened treatment session. Depending upon arrival time, your therapist will determine what length of services is capable of being rendered out of consideration of those that may follow your appointment. Should you find yourself running late, please call as soon as possible to communicate your anticipated arrival. Unless otherwise agreed upon, you will be responsible for the 'full' rate of the type of session booked.

We are grateful for the opportunity to be part of your wellness journey.

With gratitude,  
Heather's Holistic Health