



**Broken/Cancelled Appointment Policy**

Every effort is made to stay on schedule so we respectfully ask that clients and patients be prompt (10 minutes early) and keep their appointments.

Your appointment time has been reserved especially for you. We reserve the right to charge for office visits cancelled or broken without 24 hours advance notice. (24 hour advance notice shall be defined as an actual 24 hours, not, for example, cancelling at 6PM for an 11AM appt.)

The 24 hours notice is very important as most people make online appointments, and if the slot is not showing as open online, it cannot be filled and the office has no way to know who was searching for an appointment and was unable to locate one.

The broken/cancelled appointment charge will be ½ the full billable rate for the first appointment, and the full rate for subsequent appointments. These charges are your personal responsibility and must be paid in full before resuming treatment. Credit cards are accepted by phone for this purpose.

Two or more missed appointments without proper notice may result in termination of treatment.

If you have any questions, please ask, and thank you for your understanding and cooperation.

DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_



*Restore.....Rejuvenate.....Revive!*

**TREATMENT PREPAID PACKAGE POLICY**

The reason for offering prepaid discount packages is to allow more intensive treatment over a shorter period of time in a more affordable way to clients committed to taking their health and wellness to a higher level. This allows for better results over the short term, more consistent maintenance over time, and improved enjoyment day to day.

There is no point in purchasing a package to allow it to sit unused. Please consider whether you are willing to commit to treatment and improvements in your quality of life before purchase. Prepaid Package holders are given priority scheduling and every effort is made to accommodate special requests. Packages are non-refundable.

Many clients and patients find that committing to a prepaid treatment program allows them to adhere to a schedule more readily, and the appointments are more enjoyable as the focus is completely on improvements, education and homework and not on week to week finances.

- Packages, when available, MUST be pre-paid to receive the discount.
- 12 packs and more expire 1 year after purchase.
- 6 packs expire 3 months after purchase.
- 3 packs, if available, expire 1 month after purchase.

DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ PRINT NAME: \_\_\_\_\_