

## TWENTY-FOUR HOUR CANCELLATION POLICY FOR MASSAGE THERAPY PATIENTS

We value each of you as individuals and welcome the responsibility and privilege of caring for and supporting you, as health care professionals. Our goal is for each client to be seen and treated in a timely and efficient manner. With that as our focus, we want to remind everyone of our policy concerning cancelled massage appointments:

I acknowledge that:

\_\_\_\_\_ (Initial) Massage therapists come in on a client appointment-based schedule, meaning the massage therapist comes in to meet you for your appointment.

\_\_\_\_\_ (Initial) If you are unable to provide more than 24 hour's notice to change or cancel your appointment you understand that you will be charged 50% of the cost of your massage. We do have voice mail and email which we check regularly so a message can be left at any time of the day or night.

\_\_\_\_\_ (Initial) If you give no notice and miss your appointment without informing the clinic you understand you that will be charged the **full** price for that appointment.

\_\_\_\_\_ (Initial) Appointment times are reserved for each patient, so oftentimes we cannot exceed that reserved time without making the next patient late. For this reason, arriving after your appointment time may result in loss of time from your massage so that your session ends at the scheduled time. You understand that full service fees will be charged even when sessions are shortened due to your late arrival.

We appreciate your patronage and look forward to treating you in a timely and efficient manner.

I have read and agree to this cancellation policy.

Name: \_\_\_\_\_ Date:(day/month/year): \_\_\_/\_\_\_/\_\_\_\_\_

Signature: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ Expiry Date \_\_\_\_\_|\_\_\_\_\_

CCV: \_\_\_\_\_