



## **Cancellation, No Show and Late Arrival Policy**

**Reminder Texts and emails are provided as a courtesy.** A no show or late cancel fee will still be applied if you did not get a reminder. *Ultimately it is your responsibility to know when your appointments are scheduled.*

**Cancellation due to COVID symptoms or a positive COVID test:** Following current health guidelines, cancellation due to COVID-like symptoms or a positive COVID test will require the cancellation of all appointments that are scheduled within 14 days of the start of symptoms.

### **Late cancellations:**

24 hours notice is required to cancel or reschedule a one hour appointment. Two hour appointments require 48 hours notice. **EXCEPTION:** Monday appointments must be cancelled prior to the weekend. Voicemails left over the weekend for a Monday appointment will be counted as a late cancellation.

We understand that illnesses and family emergencies can arrive suddenly. Please notify us as soon as possible if you will be unable to make your scheduled appointment. **The first late cancellation fee per year, due to contagious illness or family emergency will be waived. Late cancellation number 2 and 3, regardless of reason, will incur a fee of \$50.** Any subsequent late cancellations or no-shows will be charged the full self-pay appointment rate of \$125.

### **No Shows:**

If there is no prior communication given that you will not be able to attend your appointment, a no show fee will be assessed. The first occurrence will incur a **\$60 fee** and any subsequent occurrences will be charged the full self-pay appointment rate of \$125.

\*\*\*Two Hour appointments will be assessed a double fee\*\*\* Late Cancel (\$100, \$250) No Show (\$120, \$250)

### **Late Arrivals:**

Depending on what time you arrive, you could be assessed a \$15-\$30 fee for a one hour appointment. Arriving late to a two hour appointment could result in a \$15-\$125 fee.

**\*\*\* Late cancellation, no show and late arrival fees will not be covered by insurance \*\*\***