**CANCELLATION POLICY**

PLEASE BE ADVISED THAT OUR CLINIC HAS A CANCELLATION POLICY IN EFFECT.

We understand that occasionally items come up that may prevent you from keeping your scheduled appointment. Should this occur, we are grateful for the **24 hours notice** that you will provide. This allows us to alter our schedule and accommodate other people that may not have secured an appointment.

During Covid-times we will understand if sickness or another covid-related issue crops up that could prevent you from attending your scheduled appointment(s). Please call us as soon as possible so we can help keep you on track. Converting you appointment(s) to virtual is a great way to avoid missing a session!

Otherwise, should you not provide appropriate notice, or do not show up for a booked appointment, **a fee of $30 per treatment** **and $90 per initial assessment** cancelled or unattended will be charged. Regular or frequent non-attendance/cancellation will interfere with your recovery and progress toward achieving your goals. Attendance and commitment to your plan is necessary for success. If this is an issue for you, please discuss with your therapist/therapy team.

Please note that it is our experience that third party insurance providers will NOT pay for cancellation fees. Therefore it is the sole responsibility of the client to pay any such fees incurred.

With respect to inclement weather: As long as our clinic remains open, we expect our clients to make their best effort to attend scheduled appointments. Should you expect to be late, or it is unsafe or otherwise impossible to attend, we kindly ask you to call with as much notice as possible and we will be happy to convert your appointment to a virtual session from the safety of your own home!

We thank you in advance for your consideration of our business and your fellow customers. We sincerely appreciate your co-operation.