

Due to the one-to-one nature of our treatments, missed appointments are a significant inconvenience to your therapist, the clinic and other patients. Cancellations with less than 24hrs notice are difficult to fill. By giving last minute notice or no notice at all, you prevent someone else from being able to schedule into that time slot, and leaving a gap in your therapist's schedule. Your treatment plan has been established by your therapist(s) to get you back to your regular activities as quickly as possible. Missing appointments hinders that process and may end up prolonging recovery.

- Please provide the clinic with 24hrs notice to change or cancel an appointment.
- We reserve the right to charge 50% of the appointment cost to patients who do not attend a scheduled appointment or do not provide 24hrs notice to change or cancel an appointment.
- This charge cannot be billed to insurance and must be paid on or before the next scheduled appointment via bank transfer or in person at the desk.

NOTE:

- You will never be charged for a cancellation if it is made more than 24 hours in advance of your scheduled appointment time.
- We may not charge you a cancellation fee if we are able to fill a cancelled appointment from the waitlist. This will be assessed on a case-by-case basis.
- The only reason we will not be charging our cancellation fee for a late cancelled appointment is if you can provide us with proof of a positive Covid test.

Thank you for providing our clinic and our patients with this courtesy