

Appointment Cancellation and Rescheduling Policy for Illness, Hospitalization, and Medical Emergencies

Policy SMB2023.4.22b

We recognize that unforeseen illnesses and medical emergencies may prevent clients from attending scheduled appointments. If a client is unable to attend their scheduled appointment due to illness, hospitalization, or a medical emergency, they must notify us immediately.

To be eligible for a reschedule or refund, the customer must provide proof of their illness or medical emergency, such as a doctor's note, hospital discharge papers, or other pertinent medical documents. The paperwork must be submitted within twenty-four hours of the scheduled appointment.

We will reschedule the client's appointment at no additional cost if they provide sufficient documentation. If it is not possible to reschedule, we will issue a refund for the missed appointment.

We recognize that reserved appointments afford the therapist ample time for preparation, dedication, and attention to detail in order to provide professional bodywork services to each client with an appointment. Therefore, we request that clients comprehend the significance of keeping scheduled appointments and the negative impact missed appointments can have on our company.

If a client misses an appointment without providing sufficient notice or documentation of illness or medical emergency, they will be subject to our standard cancellation policy. This policy stipulates that clients must cancel or reschedule their appointments at least 24 hours in advance to avoid being charged the full price.

We reserve the right to refuse future appointments or require prepayment for future services if a client has a history of missed or canceled appointments.

Only illness, hospitalization, and medical emergencies fall under the scope of this policy. It does not apply to other causes of appointment cancellation or rescheduling, such as personal conflicts or scheduling issues.

We strive to provide our customers with the best service possible, and we are aware that emergencies can arise. This policy is intended to promote fairness and understanding between our clients and our company.