

Cancellation and No-Show Policy

Your appointment time is reserved exclusively for you. Because we do not double-book, late cancellations and missed visits prevent us from offering that care to another patient in need.

- **24-Hour Notice Required:** You must provide at least **24 hours' notice** for any cancellations or rescheduling requests.
- **Late Cancellation Fee:** Cancellations or changes made with less than 24 hours' notice are subject to a **cancellation fee**.
- **Late Arrivals:** If you anticipate being more than **15 minutes late**, please notify us immediately. Arriving more than 15 minutes past your scheduled time may result in a mandatory reschedule and a late rescheduling fee, as it impacts the next patient's schedule.
- **No-Show Policy:** Patients who fail to show up for their appointment without any prior notification ("No-Call, No-Show") will be charged the **full rate** of the scheduled service.
- **Payment of Fees:** Any cancellation or no-show fees are the sole responsibility of the patient and must be paid in full before your next scheduled treatment. Note that [health insurance does not cover fees](#) for missed appointments.
- **Exceptions:** We understand that true medical or family emergencies arise. Fees may be waived at the discretion of the clinic on a case-by-case basis