

## McKee Wellness Office Policy

We respectfully ask that you provide us with a 24 hour notice of any schedule changes or cancellation requests. Please understand that when you cancel or miss your appointment without providing a 24 hour notice we are often unable to fill that appointment time. This is an inconvenience to your therapist and also means our other clients miss the chance to receive services they need. For this reason, you will be charged 50% of the service fee for the first missed session and 100% of the service fee for each session after that. We also reserve the right to require a credit card number to be given to book future appointments so that appropriate fees may be charged if a late cancellation does occur. We understand that emergencies can arise and illnesses do occur at inopportune times. If you have a fever, a known infection, or have experienced vomiting or diarrhea within 24 hours prior to your appointment time, we request that you cancel your session. If you are sick or experiencing any respiratory or flu symptoms, fever, sore throat, or shortness of breath please cancel your appointment. There is no penalty for cancelling due to illness. If you have been exposed to someone diagnosed with Covid-19 or with Covid-19 symptoms within the last 14 days, please cancel your appointment. Inclement weather may also result in the need for late cancellations. We will do our best to give advanced notice if we are closing or need to cancel due to bad weather and we ask you to do the same. Please do not risk your own safety trying to make your appointment. Late cancellation due to emergency, illness, or inclement weather will generally not result in any missed session charges, but this is determined on a case-by-case basis.

## Late Arrival Policy

I understand that issues can arise that may cause you to be late for your appointment. However, I ask that you call or text to inform me if this ever occurs so I can do my best to accommodate you. Appointment times are reserved for each client, so oftentimes I cannot exceed that reserved time without making the next client late. For this reason, arriving after your appointment time may result in loss of time from your massage so that your session ends at the scheduled time. Full service fees will be charged even when sessions are shortened due to late arrival. In return we I will do my best to be on time, and if I am unable to do so I will add time to your session to make up for my late arrival or adjust the service charge accordingly.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Entering your name electronically constitutes a signature.

