

IOWA KETAMINE SERVICES

PLC

Cancellation and No-Show Policy

Please understand that when ketamine infusions are scheduled, the clinic schedules no other services during that time. The clinic is closed for *you* and *your infusion*.

Cancellations are required at least 4 hours in advance so someone else may have the appointment. If you cannot make your appointment, please let us know and allow us to give that time to another patient. If you give less notice than 4 hours, we will try to fill the appointment with another patient. If this isn't possible, you will be charged the full infusion price.

No-shows will be charged full infusion price. Again, the clinic was closed just for your appointment. If you do not show up, this gives us no time to schedule another patient.

- We will allow one no-show before you are discharged from the clinic, assuming there was a valid reason you could not make your appointment and not let us know. If it occurs a second time, we will send a polite letter explaining why we can no longer be of service to you.

No-shows on the first consultation or infusion will result in a charge for the full infusion price and will *not* be allowed to reschedule under any circumstances.

I, _____, understand the cancellation/no-show policy and am aware that I will be charged the full price of an infusion if I do not show up or if I give less than 4 hours notice of cancellation.

Signature: _____ Date: _____

