



Cancellation & Rescheduling Policy

At **New You Weight & Wellness**, we truly value your time—and we hope you value ours as well. Every day, our providers and staff prepare carefully for your visit. When an appointment changes last-minute, it not only makes it hard to offer that time to someone else, but it also directly impacts our team, who count on a consistent schedule to support themselves and their families.

General Policy

- A valid card on file is required for all bookings (no exceptions).

In-Clinic Appointments

- Reschedule more than 24 hours in advance: *No fee*
- Reschedule within 24 hours: *\$25 fee*
- No-show: *\$50 fee*

Virtual Appointments

- Deposits are collected 48 business hours prior to your appointment to secure provider time.
- Cancel at least 48 business hours in advance to keep your deposit.
- Reschedule within 24 hours: *\$25 fee*
- No-show: *\$50 fee*

Aesthetic Appointments

- Reschedule within 24 hours: *\$25 fee*
- No-show: *\$50 fee*

Why This Policy Matters

When appointments are cancelled or rescheduled with short notice, it's often impossible to fill that time. That means a missed opportunity for another client, financial strain on the clinic, and lost income for the staff who were scheduled to care for you. Your courtesy makes a real difference—it helps us take care of you *and* take care of our team.

We sincerely appreciate your understanding and cooperation. Thank you for respecting the time of our providers and staff.