



Cancellation Policy

If you are unable to attend your appointment, please cancel 24 hours before your appointment is scheduled by calling (385) 787-1193.

General - Cancellation Fees

Please cancel 24 hours before your scheduled appointment by calling 385-602-6050. You may leave a voicemail if calling after business hours. Failed appointments occur any time a patient has not given 24 hours notice or arrives 15 minutes past their appointment time. Patients who fail 3 appointments in a 1-year period may not be allowed to schedule online appointments at Infinitely Healing Indigenous Priory and may be asked to call to book and confirm subsequent appointments at the discretion of the office manager and owner.

All failed appointments may be charged a **\$25 Cancellation fee** if cancellation is made less than 24-hours in advance. A **\$10 fee** may be charged for any late arrivals of 15 minutes or more.

***All cancellation fees will be applied as noted above with exception to all specific appointment types detailed below.*

Cognitive Therapy - Cancellation Fees

Please cancel 24 hours before your scheduled Cognitive Therapy appointment by calling (385) 787-1193. You may leave a voicemail if calling after business hours. You will be charged half of the remaining unpaid balance for a missed appointment or arrive more than **30 minutes late** for all Cognitive Therapy appointments not cancelled or rescheduled at least 24 hours prior to the original time. Infinitely Healing Indigenous Priory may place a scheduling hold on your account if you fail consecutive appointments or three appointments within six months.

Massage Therapy - Cancellation Fees

Please cancel 24 hours before your scheduled Massage Therapy appointment by calling (385) 787-1193. You may leave a voicemail if calling after business hours. If patients arrive late to a Massage Therapy appointment, they will still be required to pay the full session fee regardless of how much time is left of the scheduled appointment.

Failure to cancel an appointment prior to the appointment time will result in being assessed a failed appointment fee. The following cancellation fee is due in full prior to the next appointment:

- Thirty-minute (30) appointment—**\$45**
- Sixty-minute (60) appointment—**\$75**

Any further failed appointments may result in termination of care.

Questions

For questions about our cancellation policy, call our information line (385) 787-1193.

Printed Name _____

Signature: _____

Date: _____