

Swelling reduction Treatment Plans regularly span two to four weeks or more. Bookings are a mutual, good faith commitment of time and resources.



This policy supports everyone

When Treatment Plans include a series of eight or more sessions of any length, bookings fall under our Extended Therapy Series Policy. This ensures:

- You are prepared and committed to proceed with therapy when booking
- We are somewhat shielded from the business impacts of series cancellations
- All clients in need of care will be treated in a fair and timely fashion



What you should know

At least two weeks (14 days) before the start of your extended therapy series:

- Reconfirm by email your commitment to attend and complete therapy as outlined in your Treatment Plan
- Make payment for the first two sessions in your series. You'll be receipted as therapy is provided, in keeping with insurance industry protocols.

When your extended therapy series is scheduled to begin less than two weeks from booking, final confirmation and payment are due immediately.

If confirmation and payment are not received as outlined above, your series may be cancelled. Rescheduling is at our discretion and timing can't be guaranteed.



The 48-hour cancellation policy dovetails with this policy

Our 48-hour Cancellation Policy applies to individual appointments within your series. It aims to address the daily factors we all face but can't always plan for, like shifting work obligations, family situations and arising minor illness.

If you cancel an appointment less than 48-hours out, or are a no show, you are charged a fee equal to the full cost of that therapy session. Payment is due before therapy resumes. Note: Insurers don't reimburse cancellation fees.