

## Missed Appointment & Late Cancellation Policy

At Gastown Physio & Pilates, we strive to see clients in the most timely and efficient manner, adhering to scheduled appointment times. When an appointment is missed, often, another client may have benefited from attending and as a result we miss the opportunity to assist in continued care.

To encourage clients to be an active participant in their attendance for appointments and to allow enough time to fill these schedule vacancies, you will be sent an appointment reminder via email or phone 72 hours before your scheduled appointment. Should you need to cancel your appointment, ***cancellations require a minimum of 24 hours notice.***

I, \_\_\_\_\_, (the "Patient"), understand that:

- I will be responsible for payment for full cost of any missed appointments and late cancellations (less than 24 hours in advance, except in emergencies)
- If late, I am responsible for the entire appointment time that was reserved for my appointment.

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

We thank you for your consideration as we continue to offer the highest level of client care.