

## Missed Appointment & Late Cancellation Policy

At Gastown Massage Therapy, we strive to see clients in the most timely and efficient manner, adhering to scheduled appointment times.

To ensure this, you will be sent an appointment reminder via email or phone 72 hours before your scheduled appointment. When an appointment is missed, often, another client may have benefited from attending. Should you need to cancel your appointment, please do so with a minimum of 24 hours notice\*.

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

- I will be responsible for payment of 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: \_\_\_\_\_

\*If you are unable to provide 24 hours notice, the following will take place:

- We will check our waiting list and try to fill your appointment time. If your appointment time is filled, there will be no cancellation fee.
- You will be asked if you are able to reschedule for a time before the end of the next business day. If you are unable to reschedule before the end of the next business day, you will be charged the full cost of the missed appointment.

There will be no cancellation fee if the late cancellation is due to a death in your family or hospitalization.

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