



# ALBERI HEALING ARTS

## CANCELLATION POLICY

### Cancellations and “No-Shows”

If you need to cancel an appointment, a 24-hour notice is required in order to avoid being charged.

- ~ Less than a 24-hour notice will incur a 50% charge of the scheduled service price.
- ~ Less than a 2-hour notice will incur a 75% charge of the scheduled service price.
- ~ Calling after your scheduled appointment or not at all will incur a 100% charge.

Texting is an acceptable way to cancel, but please be aware that technology isn't full-proof. If your text, voicemail or e-mail is not received, you will still be charged; so if you do not receive a response, please follow up.

### *Showing up late to your appointment*

Please show up 5 minutes early. Arriving late will take time from your appointment. For example, if you scheduled a 90 minute massage, but were a half-hour late, you are still responsible for the payment of the 90 minutes of time you booked.

### *Emergencies*

It is understood that unanticipated events happen occasionally in everyone's life. If there is a true emergency, as long as you call before your scheduled appointment, you will not be charged. The same goes for cancellation due to extreme weather such as ice on the road.

### *Illness*

If there are any health issues present at the time of your scheduled appointment such as fever/viruses/diarrhea/rash, please let your therapist know well **BEFORE** arriving. You will not be charged for rescheduling.

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*Thank you for being respectful of these policies. If you have any special needs or requests such as needing reminders before your appointments, please let me know.*

Please initial on the intake form where indicated showing that you understand the cancellation policy as stated above. Hard copies are also available.

*Thank you.*

