

RE-BALANCE ACUPUNCTURE PLLC.

Policy Notification

Cancellation Policy

We respectfully ask that you provide us with a 24 hour notice of any schedule changes or cancellation requests. Please understand that when you cancel or miss your appointment without providing a 24 hour notice, we are often unable to fill that appointment time. This is an inconvenience to your provider and also means our other patients miss the chance to receive the treatment that they need. For this reason, you will be charged a \$30 fee for each occurrence. We also reserve the right to obtain a credit card number to book future appointments so that appropriate fees may be charged if a late cancellation does occur.

We understand that emergencies can arise and illnesses do occur at inopportune times. If you have a fever, a known infection, or urgent health issues within 24 hours prior to your appointment time, we ask that you cancel your appointment. Severe weather may also result in the need for late cancellations. We will do our best to give advanced notice if we are closing or need to cancel due to bad weather and we ask you to do the same. Please do not risk your own safety trying to make your appointment. Late cancellation due to emergency, illness, or severe weather conditions will generally not result in any missed appointment charges, but this is determined on a case-by-case basis.

Late Arrival Policy

We request that you arrive 10-15 minutes prior to your appointment time to allow time to fill out any required paperwork as well as answer any intake questions that your provider may have. We understand that issues can arise that may cause you to be late for your appointment. However, we ask that you call to inform us if this ever occurs so we can do our best to accommodate you. Appointment times are reserved for each patient, so oftentimes we cannot exceed that reserved time without making the next patient late. For this reason, arriving after your appointment time may result in loss of time from your treatment so that your session ends at the scheduled time. Full service fees will be charged even when sessions are shortened due to your late arrival. In return, we will do our best to be on time, and if we are unable to do so we will add time to your session to make up for our late arrival.

Inappropriate Behavior Policy

Acupuncture is for relaxation and therapeutic purposes only. There is absolutely no sexual component to acupuncture whatsoever. Any insinuation, joke, gesture, conversation, or request otherwise will result in immediate termination of your session and a refusal of any and all services in the future. You will be charged the full service fee regardless of the length of your session. Depending on the behavior exhibited, we may also file a report with the local authorities if necessary. Treat your medical provider with respect and dignity and you will be treated the same in return.

By signing below, you agree to abide by these policies.

Patient Signature

Print Name

Today's Date