

# Cancellation Policy

*Our cancellation policy will be effective on November 1, 2016.*

*There are many times when our clients require urgent or emergency treatment and therefore require an appointment as soon as possible. When clients give the clinic advance notice of their need to cancel a scheduled appointment, this time can in turn, be allocated to those patients in need of urgent treatment. In this way, the clinic can best serve the needs of ALL clients.*

*Please make every effort to arrive for your scheduled time.*

**Our clinic requires a minimum of 24 hours notice (48 hours for the session of 120 min and 150 min) prior to your scheduled arrival.**

Should you need to cancel your appointment with less than 24 hours' notice, we respectfully reserve the right to charge for the following amount of the session scheduled

## ■ For work related or personal reason

**80%** of your total amount will be charged if you do not notify us about your cancellation or any changes with less than 24 hours notice.

## ■ For illness or personal tragedy

**50%** of your total amount will be charged if you do not notify us about your cancellation or any changes.

## ■ No show

**100%** of your total amount will be charged if you do not notify us about your cancellation or any changes on your scheduled arrival or No show.

## ■ For clients arriving late to their appointments

We will only be able to give you the remaining time in your session.

In these cases, the full session fee will apply.

*\*For the clients with 6 package, it will be calculated based on the package price indicated at the reception desk, but not a payment amount.*

*Eg: 6 package for 60 min is \$105.00. The cancellation fee will be added to your next bill.*

*If the receptionist is successful in filling your appointment time with another patient, there will be no broken appointment charge.*

*we recognize that not all of life's unexpected events come with advance notice. As a courtesy, please remember to call us as soon as you know that you will be unable to make your scheduled appointment so that there are more chances to fill the open spot, and we'd be happy to rebook it for you.*

*Thank you for your understanding,*

**KIAI SHIATSU**