



## Cancellation and No-Show Policy

Clinical Myotherapy Collective value your time and are committed to providing the highest quality care. To ensure efficient scheduling and respect for all our patients, we have implemented the following cancellation and no-show policy:

1. ***Full Fee for No-Shows:***

Patients who fail to attend their scheduled appointment without any prior notice will be charged the **\*\*full appointment fee\*\***.

2. ***50% Fee for Late Cancellations or Changes:***

A 50% fee of the appointment cost will be applied in the following situations:

- Cancellations made **less than 24 hours** before the scheduled appointment time
- Requests to change appointment time **within 24 hours** of the scheduled appointment

3. ***No Fee for Timely Cancellations:***

Cancellations made with **at least 48 hours'** notice will not incur any fee.

4. ***Appointment Reminders:***

We will send appointment reminders to help you keep track of your scheduled visits. However, it remains **your responsibility to remember** your appointment date and time.

5. ***Exceptions:***

We understand that unforeseen circumstances may arise.

In cases of genuine emergencies or severe illness, please contact us as soon as possible. Fees **may** be waived at the discretion of the practice.

6. ***Payment of Fees:***

Any incurred cancellation or no-show fees **must be paid before or at the time** of your next appointment.

7. ***Repeated No-Shows:***

Patients with a history of repeated no-shows or late cancellations may be asked to prepay for future appointments or may be discharged from the practice.

We appreciate your understanding and cooperation with this policy. It allows us to better serve all our patients by ensuring that appointment slots are available to those who need them.

If you have any questions or concerns about this policy, please don't hesitate to contact us.

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