



## **Cancellation Policy**

Our goal is to provide all our clients a quality experience in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our providers, but our other clients as well. Please be aware of our policy regarding missed appointments and cancellations.

### **Appointment Cancellation**

When you book an appointment, you are holding a space on our calendar that is then not available to our other clients.

If you need to cancel, we ask that you give us 24 hours notice to be respectful of your fellow clients and our team. Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

### **How to Cancel Your Appointment**

If you need to cancel your appointment, please call or text us at (305) 363-3098. We will return your call as soon as possible if you do not reach us.

### **Late Cancellations/No-Shows**

A cancellation is considered late when the appointment is cancelled less than 24 hours before the appointed time. A no-show is when a client misses an appointment without cancelling. In either case, we will charge the client a \$15 missed appointment fee. To avoid this fee please respect our cancellation policy and should you need to cancel please do so with at least 24 hours notice.