

CANCELLATION & LATE ARRIVAL POLICY

- At least 24-hour notice of cancellation is expected. An appointment is considered cancelled without notice if a client is 15 or more minutes late. If a client arrives with a cold, infection, or other illness, it is likely that Deborah Kimmet will not provide the session. In all instances, the client will be assessed and pay the cost of the scheduled appointment time.
- If a client is late for a session, the late time will be deducted from the session time and the client will still be responsible for paying for the originally scheduled time.
- This policy is reciprocal: it applies to Deborah Kimmet as well.
- As with all policies, there are exceptions and special cases. For more information see "Administration of the Cancellation & Late Arrival Policy".

I have read and agree to the terms of the policy as outlined above.

Signature: _____ Date: _____

Print Name: _____

Administration of the Cancellation & Late Arrival Policy

The intention of the cancellation policy is to be fair to everyone. Thus, the policy applies to both parties. As with all policies, there are exceptions and special cases. To better understand how the policy will be administered, here are some general guidelines.

The 24-hour notice requirement is waived:

- Due to medical emergency or death in the family.
- Due to winter weather advisories when warnings against non-essential travel are issued.

Contacting Deborah regarding cancellation is still required.

To avoid automatic cancellation if arriving more than 15 minutes late:

- Call or text Deborah before the 15 minutes have elapsed. The basic policy applies if the session is cancelled.
- All late time will be deducted from the session time and payment for the originally scheduled time is expected.

Cancellation due to illness:

The policy is for the health and safety of both parties to avoid spreading illness which can result in lost work days. Deborah will not knowingly expose her clients to illness and she expects the same of her clients.

Please contact Deborah in accordance with the 24-hour policy to discuss whether to cancel the session or mutually agree to wait and see.

A client taking antibiotics shouldn't receive a session near the beginning of the treatment course. The rule of thumb is waiting 3 days, but it depends on the type of antibiotic and at what point the antibiotic is at its most effective. If a client has signs of heat, fever, swelling, or pain, the session will be cancelled. Discuss this with Deborah per the 24-hour policy.

How the policy applies to Deborah

The policy is reciprocal and Deborah is subject to the same requirements.

- If Deborah cancels without 24-hour notice, a free session equal to the time of the cancelled appointment will be offered.
- If Deborah is late, the client will receive the full session time or the session fee will be prorated if the client is unable to stay later.