

Golden Root Acupuncture

24 Hour Cancellation Policy

We realize that emergencies and other scheduling conflicts arise and are sometimes unavoidable. However, advice notice allows us to fulfill other patient's scheduling needs and keeps the clinic operating at the most efficient level. Due to the one-on-one approach of all treatments offered at Golden Root Acupuncture, missed appointments are a significant inconvenience to the clinic and the other patients it serves.

Cancellations with less than 24 hours notice are difficult to fill. By giving last minute notice or no notice at all, you prevent someone else from receiving treatment.

1. ***Please provide our office with 24-hour notice to change or cancel an appointment.*** This can be done over the phone, by email or online through the acuity scheduling patient portal. Patients who do not attend a scheduled appointment or do not provide 24-hour notice may be responsible for a late cancellation/ no show fee in the amount of your scheduled appointment. This charge must be paid in full on or before your next scheduled appointment.

2. We reserve your one-hour appointment time just for you. We do not double-book patients so that we may provide optimum treatment outcomes for all of our patients.

3. After three missed or cancelled appointments without the appropriate 24-hour notice, you may be placed on a same-day scheduling policy for your treatments, which would not allow you to schedule any appointments in advance, and may inhibit treatment if the client calendar is fully booked by other patients.

NOTE: You will never be charged for a cancellation if it is made more than 24 hours in advance of your scheduled appointment.

Thank you for providing our office and our patients with this courtesy.

I have read, understand and agree to abide by the policy above:

Print Name: _____

Signature of Patient (or Responsible Party)

Date