

## **Stepping Stone Acupuncture Cancellation/Reschedule Policy**

Stepping Stone Acupuncture tries to make mobile acupuncture available to as many people as possible at affordable rates. We understand that occasions may arise where patients need to cancel or reschedule appointments. To manage costs and maintain a practice that offers high quality care at affordable prices, minimum 24-hour advance notice is required to cancel or reschedule an appointment.

All appointments that are canceled, missed, or rescheduled with less than 24-hour advance notice will incur a fee equal to the amount for the appointment missed. For example, if the appointment is for a single person, then the cancellation fee would be the amount for a full single appointment. If the appointment was for three people, then the cancellation fee would equal the per person group rate times three. The fee must be paid before another appointment can be scheduled. If appointments have been purchased in a package, the missed or canceled appointment will be deducted from the number of remaining appointments in that package. Payments can be made by credit card over the phone.

A second instance of less than 24-hour notice will require prepayment before services can be scheduled. Prepaid appointments will be subject to the same requirements for 24-hour notice.

- I agree to the cancellation/ reschedule policy

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Signature of Patient

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Date

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