

Cancellation Policy

We strive to provide the best service possible to our clients. When you book with us, that time is dedicated to you. We never double book and always try to be ready when you arrive. Please understand that missed appointments are costly for us and prevent us from assisting other clients in pain. We know that life sometimes gets in the way of plans, so if you find yourself unable to make a scheduled appointment please call us to cancel at 1-306-921-0084.

In order to be fair to all of our clients and out of consideration for our therapists' time, we have enacted the following cancellation policy:

- We require 24 hours' notice if you need to cancel/change your appointment so that we may accommodate another client in need of our services.
- If you cancel with less than 24 hours' notice, a \$50.00 cancellation fee will be charged to your account.
- In the event you are able to "fill" your appointment time with someone else that you know, you will not be charged for that missed appointment.
- If you forget or otherwise choose to forgo your appointment all together, the **full** appointment fee will be charged to your account.
- Same day appointments are considered fixed; cancellations or no-shows incur the same fee.

In order to secure your appointment, we require a valid credit card to be on file.

Name: _____ **Phone #** _____

Address: _____

Credit Card Number: _____

Expiry: ____ / ____ **CVC:** _____

Name on CC: _____ **Signature:** _____

Email completed form to: info@acupuncturepro.org

Once received, we will confirm your scheduled appointment.

All credit card information is held securely. I adhere to all PIPEDA privacy laws and hold any and all personal and/or financial information in strict confidence.

We do hope that these measures are never taken—we know our treatments are beneficial and we know you want to be here! If you cannot make your appointment, please do call us. We much prefer talking with you and cancelling your appointment than having to charge your credit card any of the above fees.

If you have any questions please call the office at: 1-306-921-0084

Thank you from the management and staff at Janis Krause Acupuncture www.acupuncturepro.org