



To Avoid Unnecessary Fees, PLEASE read this.

Commitment Policy

Thank you for making an appointment with us. We are grateful to be of service and honored you have chosen us among the many other possibilities. Our commitment is to give you the BEST value to help you achieve optimum health, vitality.

In the spirit of commitment and honoring the value of time, please adhere to the following. If you cannot keep your scheduled appointment, PLEASE read and comply with the terms of our Commitment Policy to avoid unnecessary fees.

- If you have to cancel your appointment, **PLEASE** let us know at least **48 hours** in advance of the appointment to **avoid any cancellation charge**.
- If you cancel your appointment **24 hours** before the appointment, you will be charged a **cancellation fee of \$25** even if it is the day before your appointment.
- If you cancel your appointment **the day of your appointment** or **no show** your service provider, you are responsible for the **full cost of the booked service**.

We are sure you will agree that good health is one of our most precious assets. After all it is why you chose BodyWorks Healing Center. We are sure you will also agree that time is a precious asset as well.

Our practitioners **reserve time specifically for you**. They are committed to being there for you. When you schedule an appointment, you are making a contract, a commitment between you and your service provider. The block of time you reserve directly translates into income for them. If you cancel at the last minute or “no show” them, **they are harmed financially** since they have no chance to book another appointment. Please keep in mind that the longer you wait to cancel your appointment, the less likely we can fill that block of time with another client who wants and needs the service.

Late Arrivals

Please arrive at least ten minutes before your scheduled appointment time to ensure a full session.

We respect your time and operate our business in a timely fashion. If you arrive late, we will do what we can to provide the service in the remaining time. We cannot compromise the schedule and run late for other clients that follow.

Commitment Policy (cont.)

Late arrivals will not receive an extension of time and will be responsible for **full service fees** even if their session is shorter than the normally scheduled time. In some instances, appointments may need to be cancelled due to late arrivals. You are responsible for **the full cost of the booked service**.

Life Happens

We recognize there are instances where emergencies and/or illness may occur. These will be dealt with on a case by case basis. In this spirit, we offer one (1) **“free pass”** per client per year for such instances. It is our intent to support you when these unfortunate circumstances occur.

Rule of thumb: If you know you cannot keep your appointment, contact us early enough to avoid a fee OR better yet, cancel or reschedule on line.

Repeat Offenders

If you cancel late or no show a second time, the late fee policy will apply. You will now be required to pay for your service at the time of the booking. If you fail to keep your scheduled appointment, you will be charged the full rate of the booked service. If late cancellations and/or no shows persist, we reserve the right to limit your bookings to paid in advance or same day appointments.

There are separate guidelines for Classes, Workshops and Events; therefore, this policy does not apply to those instances.

Please acknowledge your understanding of our policy and your commitment to being on time and providing us with adequate notice to cancel or reschedule your appointment by signing below.

Thank you for respecting what we love doing most, serving you!

Signature

Date

Rev 04/2016