

MASSAGE APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for trusting your massage therapy care to Long's Chiropractic Health Services. When you schedule an appointment with us, we schedule enough time to provide you with the highest quality care for each visit. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and **no later than 24 hours prior to your scheduled appointment time**. This gives us enough time to schedule other patients who may be waiting for an appointment. If you fail to notify the office that you are unable to make an appointment at least 24 hours before your appointment time you will be subjected to the cancellation/no show fee. Our appointment cancellation/no show policy is effective July 5, 2021 and is outlined below:

- First offense: any established patient who fails to show at their appointment or cancels/reschedules an appointment and has not contacted our office with **at least 24 hours' notice** before their scheduled appointment time will be considered a "No Show" and will be charged a **\$25 fee for 30-minute massage, \$35 fee for 60-minute massage, and \$55 for 90-minute massage**.
- Second offense: any established patient who fails to show at their appointment or cancels/reschedules an appointment with **less than 24 hours' notice** a second time will be charged the full price of services (**\$45 fee for 30-minute massage, \$65 fee for 60-minute massage, and \$95 for 90-minute massage**).
- Third offense: any established patient who fails to show at their appointment or cancels/reschedules an appointment with **less than 24 hours' notice** a third time will be charged the full price of services (**\$45 fee for 30-minute massage, \$65 fee for 60-minute massage, and \$95 for 90-minute massage**) and **will be required to pre-pay for any future visits at the time of scheduling**.
- Patients that **arrive late** to their appointment will have that time **deducted from their massage time** in order to avoid interfering with the therapist's other scheduled massages.
- Any new patient that fails to show at their initial appointment without notice **will not be rescheduled**.
- **The fee is charged to the patient, and is due at the time of the patient's next office visit.**
- As a courtesy the office scheduling system sends out reminder texts/e-mails (when patients have opted in to text/e-mail alerts) the day before any scheduled appointments. If you for some reason do not receive a reminder text/e-mail the above policy still remains in effect. Please do not respond to the reminder text/e-mail if you are unable to make your appointment; these are automated messages sent from our scheduling software and responses cannot be checked.

We understand that there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances, please call our office at (717) 394-6558 and the therapist may waive the No Show fee.

I HAVE READ AND UNDERSTAND THE MASSAGE APPOINTMENT CANCELLATION/NO SHOW POLICY AND AGREE TO ITS TERMS.

Signature (Patient/Parent/Legal Guardian)

Relationship to Patient (other than self)

Printed Name

Date