



CANCELLATION POLICY

All bookings whether online, by telephone, or in person, require a valid credit card on file. There is no fee for appointments rescheduled or cancelled at least 48 hours prior to the scheduled appointment. Within the 48 hour window cancellation fees are as follows:

Consultations

Consultations are complimentary, but for all consultations rescheduled or cancelled within 48 hours, all missed consultations, and when clients arrive more than 15 minutes late for their scheduled consultation appointment, clients will be charged the following automated fee to their credit card on file:

\$50.00

Services

For all service appointments rescheduled or cancelled within 48 hours, all missed service appointments, and when clients arrive more than 15 minutes late for their scheduled service appointment, clients will be charged automated fees to their credit card on file as follows:

For services up to \$100.00: **\$50**

For services over \$100.00: **50% of service cost**

Naturopathic Medicine Appointments

For all appointments rescheduled or cancelled within our 48 hour late cancellation period, missed consultations or service appointments, and if arriving more than 15 minutes late for a scheduled appointment, clients will be charged automated fees to their credit card on file as follows:

\$150

Due to COVID-19 all clients with symptoms of illness including general cold symptoms, fever, shortness of breath, cough, changes to taste or smell, or anyone exposed to someone who has tested positive for COVID-19 will be required to reschedule their appointment. In these cases **ONLY** our fees will be waived.