

metropolis

center for holistic health, llc

1705 S Pearl St Suite 2, Denver, Colorado 80210

CANCELLATION POLICY

The following is the Metropolis policy regarding cancellations and missed appointments. We take this subject seriously because it makes a difference to all parties involved.

- ❖ **We require a 24-hour notice of cancellation for an office appointment.** The nature of our business requires this time to reschedule someone else in your time slot. **We will always give you a reminder call a day or so prior to your scheduled time.**
- ❖ **If you fail to give us the required notification, you will be charged 50% of the normal fee. If you fail to come to your appointment and you have not cancelled your appointment, you will be charged the full fee.**
- ❖ The reason we must enforce this policy is because when you miss an appointment, all parties suffer; you miss out on treatment; the therapist or doctor now has an open block of time in their schedule; and the person that couldn't get in when you had your appointment scheduled.
- ❖ **Please understand that we may need to call and ask you to change an appointment to keep the schedule efficient.** Again, this is due to the nature of our business (particularly massage). And, we do understand that illness and emergencies arise in your life, these situations will be honored of course-however, not chronically. **Our policy is intended to respect the time constraints and integrity of all parties.**
- ❖ Thank you for your cooperation. We look forward to working with you.

Patient Signature

Date

Please **print** your name

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