

## BODY BASICS CANCELLATION / REFUND POLICY

***Dear Clients,***

### **Cancellations**

As a courtesy to other clients and therapists, appointments must be cancelled 24 hours in advance. You are charged in full for all scheduled appointments, unless the office is able to reschedule your time. **No-shows will be charged in full. Late cancellation fee of \$35.00 will be charged for appointments cancelled with less than 24 hours notice.**

***The day before your appointment*** As a courtesy, we always try to give you a reminder call, text or e-mail to confirm your appointment. If we do not speak directly to you we will always try to leave you a message, if we cannot do this it is still your responsibility to remember your scheduled appointment.

***What if I arrive late?*** Arriving late to your appointment will simply limit the time for your session. Your session will end on time so that the next client will not be delayed. If you arrive late, it is your choice whether you prefer to receive a shortened session or pay for the appointment and reschedule.

Thank you for understanding this is how we earn our living. Please know last minute cancellations and no-shows prevent other clients from access to an appointment, leaving a gap in our schedule and a loss of income for us.

### **Refunds**

We will happily refund payment on all unopened and undamaged products. Products must be returned to our office within 14 days. Products that have been opened, used or damaged will not receive a refund.

### **Expiration**

Pre paid, "series of four" colonics and gift certificates will be honored at the pre paid rate for 1 year from date of payment. The balance of any sessions will be adjusted to the current rate. We recommend that you use all four of your sessions within 1 year. Colonic sessions are not transferable.

Refunds on colonic sessions will be handled on an individual basis.

Please sign below to let us know you understand and agree to these policies.  
Thank you Body Basics.

Signed:

Date:

---