

# Cancellation Policy

**Grounded Therapeutics is 100% committed to your satisfaction.  
Please read and initial each policy to ensure you have a GREAT experience with us.**

Client Name: \_\_\_\_\_ Date: \_\_\_\_\_

## **CANCELLATIONS/RESCHEDULING:**

- If I am not able to make a scheduled appointment, I agree to cancel or reschedule the appointment at least 24 hours in advance. I agree to pay \$35 or 50% of the full session rate (whichever is greater) if I give less than 24 hours' notice. \_\_\_\_\_
- I agree to pay the full session rate if I give 2 hours' notice or less, or if I miss an appointment without giving notice. \_\_\_\_\_
- If, within 24 hours of my session, I develop a contagious illness, or have a sudden, unplanned health or personal emergency rendering me unable to make my appointment, I will inform Grounded Therapeutics right away, and if you are unable to fill my vacancy, I will pay the cancellation fee, or session fee (if less than 2 hours' notice), unless an exception is granted, only at the discretion of Grounded Therapeutics. \_\_\_\_\_

## **ARRIVING ON TIME/SESSION LENGTH:**

- I understand I must arrive 10-15 minutes early for any appointment in order to get the full session time I have scheduled. If I arrive on time, or late, I understand the therapist can only give me whatever time remains of my appointment, and that I will pay for the full length of session that I booked. \_\_\_\_\_
- I understand that in order for me to receive the best massage therapy possible, I know that I have to communicate ANYTHING and everything, including my needs, preferences, requests or feedback, at any time before, during, or after my massage. I take it upon myself to communicate right away if there is anything distracting me or if I feel unwell or uncomfortable at any time during the session so that she adjustments can be made. I understand that my therapist wants my HONEST feedback - positive or negative - and doesn't take offense to it. \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent or Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_