

# Appointment Cancellation / No Show Policy

Thank you for trusting your care to Healing Garden Spa and Wellness. When you schedule an appointment with Healing Garden, we set aside enough time to provide you with the highest quality care. If you need to cancel or reschedule your appointment, please contact our office as soon as possible and **no later than 48 hours prior** to your appointment time. This gives us the opportunity to schedule other clients who may be waiting for an appointment. Please note the following points about our policy:

- Effective January 15, 2024, any established client who fails to show for an appointment for the first time, or cancels/reschedules with **less than 48 hours** notice will be considered a **No Show** and charged a fee of **25% of the value of services** missed.
- Any established client who fails to show or cancels/reschedules with no 48 hour notice a **second time** will be charged a fee of **50% of the value of services** missed.
- If a **third (or more)** No Show or cancellation/reschedule with no 48 hour notice occurs, the client will be charged **50% of the value of services** missed and **may be refused** future appointments at Healing Garden.
- Any **new** client who fails to show up for their first visit will not be rescheduled.
- Any fees charged **will be due** before scheduling future appointments. Fees can be paid in person or by e-transfer.
- Healing Garden **reserves the right to demand a deposit** by e-transfer, prior to confirming any appointment.
- As a courtesy, when time allows, we make reminder calls for appointments. **If you do not receive a reminder call or message, the above Policy will remain in effect.**

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 contact us and our Manager may be able to waive the No Show fee. **You can contact Healing Garden Spa and Wellness 24 hours per day, 7 days per week** at the email or phone number below. If you contact us outside of business hours, please leave a detailed message.

Phone: (778) 475-8686

Email: [info@healinggardenvernon.ca](mailto:info@healinggardenvernon.ca)

Thank you,  
Healing Garden Spa and Wellness

I have read and understand the Appointment Cancellation / No Show Policy and agree to its terms.

X \_\_\_\_\_

Print Name \_\_\_\_\_

Date \_\_\_\_\_