

# Arriving Late

If you are not present for your scheduled session during the first 15 minutes (unless having let us know you might be late), it will be construed by us that you are a “no-show”, and that time slot will automatically become available for someone else.

Depending upon how late you arrive, your therapist will then determine if there is enough time remaining to start a treatment. Regardless of the length of the treatment actually given, you will be responsible for the “full” session.

## Our Cancellation Policy

At Revive All we understand that unanticipated events happen occasionally in everyone’s life. Business meetings, project deadlines, car problems, and illness are just a few of the reasons why one might consider canceling an appointment. In our desire to be effective and fair to all of our clients, and out of consideration for our therapists’ time, we have adopted the following policies:

- In most cases, a 24-hour advance notice is required when canceling an individual appointment. Office based appointments, require 48-hour advance notice. This allows the opportunity for someone else to avail themselves of our services.
- If you are unable to give us the minimum 24-hours (or 48-hours) advance notice, and we are unable to fill your time slot, you will be charged the full amount of what would have been your treatment fee (*this includes delayed or cancelled flights*). At our discretion this charge will be either automatically deducted from the outstanding balance of an existing “value plan” or gift certificate; otherwise, it must be paid in full prior to your next treatment.
- On the other hand, if we are able to fill “your” time slot with somebody else, you will not be charged for that missed appointment.

## No Shows

Anyone who either forgets or consciously chooses to forgo their appointment for whatever reason will be considered a “no-show”. They will be charged for their “missed” appointment, and future service will be denied until payment is made.

**Note:** We recognize that no one is perfect and there are circumstances that are out of your control (sudden illness, family emergencies, etc.); therefore your therapist may make an exception to the above policies on those rare occasions.