



MISSED APPOINTMENT POLICY

While under COVID-19 pandemic restrictions, the reduced availability of appointment times has made it more difficult for clients to get appointments. We require 24 hours notice of cancellation so that appointments can then be filled by clients on our “waiting list”.

FEES

Clients will now be charged the full treatment fee when missing an appointment without providing the required 24 hour notice.

EXEMPTIONS

Missed Appointment Fees will not be charged only in the following cases;

- **When the client calls the clinic on the day of their appointment (prior to their appointment time) to advise that they are feeling ill or have “COVID-19 like” symptoms and will not attend**
- **When after conducting “risk assessment” the SCP therapist declines to offer treatment to a client**
- **When it is a first “Missed Appointment” or it has been more than 6 months since the client had another Missed Appointment “incident” on their account (whether they were charged a fee at that time or not)**
- **When (at the sole discretion of clinic management) “extenuating circumstances” have resulted in the Missed Appointment.**

Francine Doré
Clinic Director