



Cancellation Policy

When you schedule an appointment at New Roots Therapy, we commit to reserving the time slot for you and only you, and you commit to paying for the reservation of time. We require a credit card number at the time of scheduling your first appointment in order to reserve your time slot. Your credit card information will be stored securely in our PHIPA-compliant practice management system and will only be charged in the event of a late cancellation or if you do not show up for your scheduled appointment. In an effort to avoid late cancellations and missed sessions, New Roots Therapy provides appointment reminders via email and/or text message 48 hours before your scheduled appointment (provided with your consent). New Roots Therapy will notify you of any charges made to your card.

We understand that there may be times when you need to cancel or change your appointment. You will not be charged for the appointment if you provide New Roots Therapy with **a minimum of 24 hours' notice** for the cancellation/change. If you do not provide a minimum of 24 hours' notice, or do not show up for your scheduled appointment, you will be charged **the full rate** of your appointment. If you're unable to attend your appointment at the last minute as the result of a *crisis/emergency*, please speak with us; we will assess your situation to determine if an exception to the cancellation policy applies. In the case of an exception, your credit card will still be charged at the time of the late cancellation/missed session and a credit will be applied to your account for your next appointment.

By respecting the cancellation policy as outlined here, it allows other clients who may be awaiting service to schedule an appointment during the available time slot, providing fair and equal access to services for all our clients. It also allows your service provider to be compensated for the time they have reserved for you. This cancellation policy is intended to respect the time of both our clients' and our service providers' alike, which we sincerely value.

Please note that insurance providers do not cover late cancellations/missed appointments.

Late Arrivals

If you are running behind, we may not be able to overrun your scheduled appointment time, as there may be another client booked after you. In this case, the full amount of your initially scheduled appointment will be charged.

There may be times when your service provider is running behind. In this case, we will do our best to see you for the length of your initially scheduled appointment. If this is not possible, you will only be charged for the actual length of your appointment time.

By signing below, I indicate that I understand and agree with the above cancellation policy. I understand how my credit card information will be stored and used.

Client's Signature and Date

Service Provider's Signature and Date