

Cancellation & Late Arrival Policy

Canceling or Rescheduling Appointments

We strive to provide access to treatments for all clients. Canceling or rescheduling with adequate notice allows us to offer your time slot to someone in need.

- **48-Hour Notice Required:** Cancellations, reschedules, or no-shows with less than 48 hours' notice will result in a **Cancellation Fee equal to the full appointment amount.**
- **Gift Certificates:** Missed appointments using a gift certificate will forfeit the equivalent session value.
- **Prepaid Appointments:** If you cancel or reschedule with less than 48 hours' notice or fail to attend, your prepayment will be applied to the missed session. For cancellations made 48 hours or more in advance, the prepayment will be valid for a rescheduled appointment within six months.
- **Notification:** Cancellations or reschedules can be made online, via email at cassie@4essentialbalance.com, or by text/call at 505-980-3599. If you do not receive a response, please reach out using a different method to ensure we receive your message. It is your responsibility to insure that we have received your message, if you do not receive a response you agree that the cancellation policy is still in effect.

Late Arrivals

Arriving late will shorten your session, but the full session fee will still apply. This policy ensures fairness and respect for other clients' scheduled appointments.

By signing below, I confirm that I have read, understood, and agree to the **Cancellation and Late Arrival Policy.**

Print Name

Signature