

Westney Heights Chiropractic Centre Massage Therapy Appointment Policy

When you book appointments with us that time is set aside for you. Cancelling without sufficient notice, missing or being late for your appointment affects your care, your therapists livelihood, and also prevents us from providing that appointment to someone else in need.

If you are unable to keep your appointment, please give at least 24 hours notice, otherwise the full visit fee will be charged.

If you miss your appointment, you will be charged the full fee.

If you are late, your treatment will last for the time remaining and you will be charged the full fee.

If you are charged a missed appointment fee that fee must be paid at or before your next scheduled visit.

Missed appointment fees are not reimbursable through extended healthcare plans.

While we do provide reminder calls upon request, they are a courtesy. Ultimately you are responsible for the appointment you have booked. We suggest keeping track of your appointments on a calendar such as a reminder on a smartphone.

If you feel you have a valid reason for a late cancellation, missed appointment or late arrival you may relay that information to our receptionist and she will pass it on to your therapist. The final charge of the fee will be at your therapists discretion.

Patient or Parent/Guardian Signature

Date