



Payments, Late Arrival, Cancellation and No-Show Policy

Many health care providers rush through sessions and can appear more interested in collecting insurance payments rather than the health and well-being of clients. Having worked in and seen the limitations of these practices, Rev. Dr. Lisa structured hers to be the exception rather than the rule. *The work of IntegralHealer requires her undivided attention for each client. Consequently, the policies below accordingly reflect the time set aside and preparation made for your care.*

- I. Payments Policy: The full amount of any service is due at the time service is provided. Credit cards, checks and cash (exact) are accepted at the time of service. However, clients are encouraged to book and pay online with a credit or debit card via our secure payment system. Once a service has been provided, IntegralHealer may charge the card for the full amount remaining, if any.
- II. Pay-as-You-Go Clients, No-Show/Cancellation/Late Arrivals Policy : You will be charged a) 50% of service amount for any no-show or cancellation made less than 24 hours before your appointment time (or \$30, whichever is higher) and b) 30% of your service amount (or \$30, whichever is higher) for any cancellation made between 48 to 24 hours before your appointment time.

Grace exceptions: Notwithstanding the above, your first cancelation per year made less than 48 hours before your appointment time will be given as a grace with no associated charge. In addition, you will not be charged in the case of one confirmed emergency cancellation per year.

Late Arrivals:

If you arrive 15 minutes or later after your appointment time, you'll be seen at Rev. Dr. Lisa's sole discretion with consideration for clients coming after you. Your session may be shortened, though the full price will be charged.

- III. Clients with Service Packages: No-Show/Cancellation/Late Arrivals Policy: Any cancellation made less than 24 hours before your appointment time or no-show will result in deduction of one package session. You will not be charged in the case of one confirmed emergency cancellation per year.

IV. Late Arrivals:

If you arrive 15 minutes or later after your appointment time, you'll be seen at Rev. Dr. Lisa's sole discretion with consideration for clients coming after you. Your session may be shortened, though a session will still be deducted. If she is unable to see you due to late arrival, a session will be deducted from your package.

Booking with IntegralHealer and/or my signature below indicates that I have read (or have had read to me) and understand and agree to comply with this policy.

Patient Signature: _____ **Date:** _____

Responsible Party (parent, guardian or translator, if any):
Name: _____

Signature: _____ Date: _____