

ESPOSITO MASSAGE

#11 – 2402 St. Johns Street • Port Moody, BC V3H 2B1 • Tel 778-847-4378

APPOINTMENT POLICIES

We require **24 hour** notice to change or cancel appointments. Insufficient notice about changing or cancelling an appointment, or missing the appointment all together, will result in a **fee** amounting to **50%** of the treatment time (ex. \$60 treatment = \$30 fee).

The 24 hour window is to give us sufficient time to notify patients on the cancellation list of openings and to fulfill any patient requests about appointment changes. Be mindful that the clinic often has a cancellation list of several patients who would like an appointment. When a patient doesn't come to their appointment they are holding a spot that could have been given to someone in genuine need.

In case of discrepancy between the scheduling program (ClinicWise) and the time the patient has written or recorded in their own calendar, **ClinicWise will be considered correct** (please provide us with your email address to receive confirmation and reminder emails. It makes everything easier!).

If the therapist is running late, the patient will still get full treatment time. The therapist will simply end the session late. If the patient is late, and equivalent amount of time will be subtracted from the treatment time and the session will end on time.

If a patient has not entered the clinic by **15 minutes** into their booked appointment time, they are considered a **“No Show.”** Missed appointment fees will be applied and the RMT is free to fill the rest of the appointment time in a manner of their choosing. Consideration will be given to patients who call and inform us that they are running late.

If a patient would like a refund of their treatment due to dissatisfaction a letter from their insurance company stating that the treatment has not been claimed is required before a refund can be issued.

Please be respectful of everyone's time and honour your appointment!