

**APPOINTMENT / RESERVATION
CANCELLATION POLICY**

1. Canceling and Rescheduling. Clients may cancel or reschedule without penalty by notifying us at least 24 hours before their scheduled appointment time. To cancel or reschedule, please contact us at:

Phone: 515-490-1921

Email: swtrace@aol.com

2. Late Cancellation. Cancellations are considered "late" when the client does not cancel or reschedule at least 24 hours prior to the scheduled appointment. Monday appointments must be cancelled the Friday prior to the appointment. Late cancellations will result in the client being charged the price of the scheduled appointment .

3. Missed Appointments. If a client misses their scheduled appointment without canceling or rescheduling, they will be charged the price of the scheduled appointment .

5. Provider Cancellation. If, for any reason, we must cancel your scheduled appointment or reservation, we will notify you as soon as possible and will work with you to reschedule.

6. Fee Waiver. We reserve the right, at our discretion, to waive any fee or penalty assessed hereunder for any reason we deem sufficient and reasonable.

Signature: _____ Date: _____