

MASSAGE THERAPY

No Show, Cancellation & Reschedule Policy

We understand when things come up and are happy to reschedule your appointment, however, we hope you understand that late cancellations and missed appointments do not allow us the likelihood to fill that appointment time and patients on our waiting list miss the opportunity to receive needed services

NO SHOW/MISSED POLICY

- If no communication is received from the patient and the Massage Appointment is missed, the patient will be **charged full price** for the missed Massage
- Future massage appointments will be pre-paid by the patient when scheduling the appointment

CANCELLATION POLICY

The patient must contact the clinic **at least 12 hours prior** to the scheduled Massage

- Call 507-451-7580
- Email admin@drdarrenowatonna.com

If a cancellation is made with less than 12 hours' notice the patient will be charged as follows:

- 1st cancellation \$10.00 fee
- 2nd cancellation \$20.00 fee
- Future cancellation Full Price of scheduled massage and any future massage appointments will be pre-paid by the patient when scheduling the appointment

RESCHEDULE POLICY

The patient must contact the clinic **at least 2 hours prior** to the scheduled Massage

- Call 507-451-7580
- Email admin@drdarrenowatonna.com
- Patients can reschedule up to 3 times without the cancellation fees applying

CREDIT CARD ON FILE

- We ask that our patients provide a credit card to be entered into our secure and encrypted credit card system