



241 Clarence St.
Ottawa, ON K1N 5P9

(613) 302-3117

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CANCELLATION POLICY

Due to the length of time required for a massage treatment and the demand for massage therapy, I respectfully request 24 hours notice to cancel or reschedule your appointment. This time has been set aside for YOU, therefore:

If you are unable to attend your appointment and less than 24 hours notice is given (or no notice given!), there will be a missed appointment fee charged as set out below:

- **50% of the dollar value of the original scheduled appointment, rounded to the nearest dollar ie: \$79.00 = \$40.00.**

Please note that most RMT's charge the full fee, so I feel this is a fair price.

Waiving of this fee for emergencies, sudden/same day illnesses (self or child), and other situations will be considered on a case by case basis. If you must cancel in less than 24 hours, kindly do so by TELEPHONE at 613-302-3117 (not e-mail).

Please be aware that private health care insurance plans do not cover the fee for missed appointments. Outstanding missed appointment fees must be paid prior to or with your next appointment.

Thank you very much for your understanding, cooperation, and respect for my time.