

24 Hour Cancellation & Rescheduling Policy

Your appointments are very important to us. They are reserved especially for you. We understand that sometimes schedule adjustments are necessary. Therefore, we respectfully request at least 24 hour notice for cancellations or rescheduling of appointments.

Please understand that when you forget, cancel, or change your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and clients on our wait list miss the opportunity to receive services.

Therefore, we have a strictly enforced 24 hour cancellation and rescheduling policy.

Any appointment missed, late cancelled, or changed without 24 hour notice will result in a charge equal to 100% of the reserved service amount.

Please understand that it is your responsibility to remember your appointment dates and times in order to prevent any missed appointments which result in a cancellation fee.

Any late arrival will shorten your appointment time and will not be made up by running into the next client's scheduled appointment. We recognize that the set appointment time frames may differ from the actual appointment by 10-15 minutes.

It is mutually understood that if a cancellation is due to circumstances beyond any of our control, such as power outage, unfortunate incidence, or weather that requires you or us to have to cancel or be closed during regular business hours, we will reschedule your existing appointment and no discount or charges will apply.

Vertical Healing Center stands by our policies. We feel that it is only fair that we honor the same policies to our clients.

The 24 hour cancellation policy gives us time to inform our wait list clients of any availability, thus better serving everyone. Vertical Healing Center policies are presented and provided in the best quality and tradition of excellent service for our established and future clientele. Thank you for viewing and supporting our 24 hour cancellation and rescheduling policy criteria!