



CANCELLATION / NO SHOW POLICY

We at Symmetry, value your time, appointments, and prosperity, just as we hope you value ours. We understand that occasionally, unexpected circumstances can occur, and a previously scheduled appointment needs to be cancelled or adjusted. In order to best serve our other patients, as well as our team, in the event that you need to cancel or reschedule your appointment, we respectfully request at least 48 hours notice.

Our policy is as follows:

- Any no-show, cancellation, or rescheduled appointment made with less than 48 hours notice will result in a cancellation fee. The amount of the fee will be \$100. And you will be required to prepay in full for the reserved services to be re-appointed.
- If you are more than 15 minutes late for your service, we may not be able to accommodate you. In this case, the same cancellation fee will apply. We will do our very best to reschedule your service and get you in as quickly as possible, and at a time that is convenient to you.
- In the event of a true, unavoidable emergency, all or part of your cancellation fee may be credited to future services.
- We also ask that you arrive 5-10 minutes prior to your scheduled appointment to allow enough time before your service(s) to complete necessary forms or payments.

If you have any questions regarding our Appointment Cancellation Policy, please let us know, and we will be happy to assist you.

I, _____ certify I have read, understand and agree to the Appointment Cancellation Policy as implemented by Symmetry, and agree to the terms stated above.

I acknowledge my credit card will be charged a non refundable fee in any case of cancelling or rescheduling my appointment with less than a 48 hours notice, arriving more than 15 minutes late to my appointment, or missing my scheduled appointment without notice (no-show).