

Stone Guardian Cancellation, Re-Scheduling and Late/No-Show Policies

Cancellations and Rescheduling

Stone Guardian Acupuncture requires at least 24 hours notice to cancel or reschedule your appointments. This is intended to provide adequate opportunity to schedule a patient in the vacated appointment time. If you do not provide 24 hours notice, Stone Guardian may enforce a \$35 fee and/or restrict future bookings.

Late-Shows

Stone Guardian scheduling is fairly tight. For this scheduling to work we ask that you arrive on time for your scheduled appointments. This allows us enough time to meet with you, discuss your treatment plan and still have enough time for your scheduled treatment service. In the event you are running behind please contact our clinic so we know you are going to be a few minutes late. In the event that you are more than 30 minutes late for an appointment, or 15 minutes late for a 60 minute appointment the provider may elect to cancel your appointment and mark it as a no-show. This policy is to ensure that every time you come to Stone Guardian you receive the best care that we can provide, in the time we have scheduled to provide it.

No-Shows

When you miss a scheduled appointment, without notifying us, it creates an unused appointment time that can not be used by another client. If for any reason you need to cancel or reschedule an appointment, please notify our office as soon as possible. As stated above Stone Guardian may enforce a \$35 fee and/or restrict future bookings for missed appointments, without notice. After three no-show occurrences, Stone Guardian may elect to terminate our relationship with you. In this event a referral will be made to other providers.

We understand that circumstances can at times limit your ability to provide notice about lateness or missed appointments, we take this into account when enforcing fees and limitations. It is always best to try to contact us, even less than 24 hours in advance.