Cancellation Policy

In order to ensure that our clients' needs are met, S.M.I.L.E.S. Integrative Therapy Services, LLC ("S.M.I.L.E.S.") has to be able to accommodate many schedules and it is important that we have enough notice on both cancellations and re-scheduling to be able to fill cancelled slots as quickly as possible.

Cancellation must be provided at least 24 hours prior to the scheduled session. The cancelled session is to be re-scheduled into an open slot later in the week or within a month. If cancellation notification is not reported as required, the undersigned will be responsible for:

- **cancellation fee of $75 (for 1 hr session)**
- **cancellation fee of $40 (for .5 hr session)**

When possible, we may re-schedule for another day in a month, provided a slot is available. If there are greater than 3 incidents per 3 month period, the undersigned may lose their current therapy time and be placed at a time that is more convenient, if available; or be placed on a waiting list for the next available time. More than 9 incidents per year may result in dismissal from services.

Enforcement of policy is at the sole discretion of S.M.I.L.E.S. administration in that certain circumstances may be excluded from repercussions. Thank you for your cooperation and understanding in this matter.

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