



5180 Buffalo Speedway
Houston, Texas 77005
713-490-2225 (phone)
713-490-2226 (fax)
www.westuwellness.com

Cancellation Policy

Our office has a 24-hour cancellation policy by phone only. If you do not call to cancel or reschedule your appointment more than 24 hours in advance of your scheduled appointment, you will be assessed a cancellation fee of \$2 per minute of scheduled services. Please do not notify us by e-mail if you are cancelling – please call us instead at (713) 490-2225 and leave a message; even if it's after hours or on the weekend as we have time-stamped voicemail.

If you do not call to cancel or reschedule your appointment more than 24 hours in advance, for any reason, you will be assessed the following cancellation fee:

- \$20.00 – Adjustments & Therapies
- \$40.00 – New Patient Appointments
- \$1.00 per minute for scheduled services- Massage & Exercise

There is a 5-minute grace period for exercise/massage therapy services. If you are more than 5 minutes late for your massage, there will be a cost of \$2.00 per minute.

If you are more than 10 minutes late, the following applies:

- If you are more than 10 minutes late for a 30 minute exercise or massage, you will need to reschedule and pay a cancellation fee of \$30.00.
- If you are more than 15 minutes late for a 45 minute exercise or massage, you will need to reschedule and pay a cancellation fee of \$45.00.
- If you are more than 20 minutes late for a 60 minute exercise or massage, you will need to reschedule and pay a cancellation fee of \$60.00.
- If you are more than 30 minutes late for a 90 minute exercise or massage, you will need to reschedule and pay a cancellation fee of \$90.00.

A cancellation fee will be assessed for appointments transferred without 24-hour prior consent issued by our office.

I, _____, acknowledge that I have read and will adhere to the cancellation policies.

Signature

Date

We are committed to providing you exceptional quality healthcare. Please let us know if there is anything we can do to better serve you.