



Core Restore
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Core Restore Cancellation, No Show and Re-scheduling Policy

- 1. Core Restore shall charge a non-emergent late cancellation fee under the following circumstances: (a) no shows for scheduled appointments, (b) changes to appointments with less than 24-hour business notice, and (c) non-emergent late cancellations.
2. The non-emergent cancellation fee shall be equivalent to the full cost of a MAT/training session.
3. Core Restore shall use the credit card on file when charging for the no show, last minute appointment change, or non-emergent late cancellation fee.
4. Core Restore requires all appointment re-scheduling and non-emergent cancellations to be made within 24 business hours in order to avoid the cancellation fee described within. Additionally, Monday appointments must be cancelled no later than 5pm on the Friday prior to a scheduled Monday appointment.
5. Cancellations under 24 hours shall not incur charges, provided that they are related to illness, or death in the family. However, Core Restore does reserve the right to charge this fee in instances where emergent cancelations become excessive. It is our currently policy to allow up to (3) emergent cancellations, per client, annually.
6. When cancelling a scheduled appointment, you must contact Core Restore directly by voicemail, text, or email-No exceptions. Our staff will return all cancellation calls to confirm cancellation.
7. Clients are responsible for rescheduling at the time of cancellation.
8. Clients who regularly cancel scheduled sessions shall be placed on a "cancellation list", and notified when openings occur. Core Restore is unable to offer regularly scheduled appointment times in instances where cancellations become excessive.

Client Name as it appears on your credit card (please print)
Credit Card Number Exp. Date Security Code
Credit Card Billing Address

My signature below indicates: (a) my acceptance and understanding of the Core Restore cancellation and re-scheduling policy, (b) my authorization for Core Restore to charge my credit card the full cost of my scheduled MAT/Training session in instances of non-emergent cancelations.

Client Signature

Today's Date

Core Restore Staff Signature

Today's Date