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Core Restore Cancellation, No Show and Re-scheduling Policy for NJ Clients

- 1. Core Restore shall typically send out Mobile APP payment requests to all clients on the Monday, Tuesday or Wednesday prior to the week in which services shall be rendered.
- 2. Forms of payment for Core Restore services include: (a) Venmo, PayPal, or CASH APP, (b) checks, or (c) cash. All fees associated with mobile APPS are the client’s responsibility to pay.
- 3. In lieu of mobile payment APPS, Core Restore shall require “cash deposits” that are equivalent to the rate of the session. Please note that cash deposits used for no shows or late cancellations **must be replenished** at the next session.
- 4. We are **NOT** able to transfer a late cancellation or No Show fee, previously paid, to the upcoming months scheduled session.
- 5. Core Restore requires that cancellations and/or re-scheduling of appointments be made no later than **5pm on the Thursday prior to the scheduled MAT® session week in which services shall be rendered** in order to avoid late cancellation fees. Given that our MAT specialist is traveling extensively to provide these services, we will be unable to accept cancellations, or provide refunds after 5pm on the Thursday prior to any scheduled session.
- 6. Core Restore shall only allow weather related appointment changes in the event of posted national weather service hurricane, winter storm or blizzard warnings. It is the client’s responsibility to make weather-related changes no later than **5pm on the Thursday prior to their scheduled MAT® session in order to avoid cancellation fees.**
- 7. Cancellation/no show charges when applied shall be equivalent to the **full cost** of the scheduled session service.
- 8. Reminder texts & emails are a courtesy. Clients are responsible for on time session attendance.
- 9. The mobile payment APP I will use is: Venmo PayPal CASH Cash Deposit
- 10. My Mobile APP “handle/contact” information is: @_____

My signature below indicates my acceptance and understanding of the Core Restore cancellation policy, and my agreement and willingness to follow the dictates of the established policy.

Client Name

Client Signature

Today’s Date