



## **Online Pre-payment Refund and Cancellation Policy**

### **Cancellations**

Missed/late appointments will be billed to the client unless 24-hour cancellation notice is given prior to the appointment.

If the appointment is cancelled within the required time frame and the client wishes to have a refund rather than reschedule, a full refund will be processed through PayPal.

Cancellations made less than 24 hours ahead of the appointment will not receive a refund nor a free reschedule.

### **Reschedule requests**

Requests made at least 24 hours before the appointment may reschedule to a different date/time for no additional fee. The rescheduled appointment must occur within the next 30 calendar days or be forfeited.

Rescheduling requests made less than 24 hours ahead of the scheduled appointment will be charged a \$50.00 rescheduling fee. The rescheduling fee must be paid at the time of making the new appointment.

### **How to cancel or request a reschedule**

To cancel or reschedule an appointment, please call the person with whom you have the appointment to let them know of the change (206-456-5155). Cancellations may not be made via email or text as there is too great a likelihood they could be caught in a spam filter or overlooked.

### **If a call takes less time than anticipated**

Special package offerings are for services provided, including expertise, research, preparation of resources, and potential follow-up coordination. Depending on your situation, the actual time of our call might be less than the time we set aside. We take advantage of this additional time for further research and coordination on your behalf.

### **Balancing client emergencies**

Since our work involves navigating medical emergencies for our clients, our schedules can often be out of our control. While we strive to keep all appointments on the date and time scheduled, if a medical emergency occurs with another client during your appointment time, we will contact you as soon as possible to reschedule your appointment, at no charge to you. Thank you for your understanding.