



Unbroken Body Chiropractic
1280 Diamond Way
Concord CA 94520

Late Cancellation Policy 2024

Please understand that appointment times are limited. Late cancellations impact the community by limiting our appointment time availability for other patients. We understand that life is not always predictable and everyone may need to change plans on short notice. We strive to limit the number of missed appointments.

If you must cancel or reschedule your appointment, we respectfully request **12 hours** notice. Appointments with no notice, no show 15 minutes after start time or, appointments canceled/rescheduled with less than **12 hours** notice, are considered late cancellation.

We will take these steps to manage late cancellations:

- With all late cancellations, we will reach out at the time of the appointment, first with a phone call, a text message if no phone contact is made, and an email as a courtesy reminder
- If **3** late cancellations occur within a **rolling 45 day period**, we will require prepayment in full for your next appointment at time of scheduling.
- Appointments scheduled online will need a payment confirmation before appointment confirmation. We will call and accept payment over the phone.
- Appointments with no prepayment can not be confirmed and may not be available when you arrive. If you arrive for a non confirmed appointment time, and the time is available, we will ask you to prepay for that appointment.
- The prepayment requirement is satisfied and nullified after 60 days have elapsed from your 3rd late cancellation, or you have attended 3 prepaid appointments.

Appointment reminders are available and can be delivered via automated phone call, automated email, or automated text message. All appointments have a 24 hour automated text message reminder by default.

To cancel or change an appointment time:

- Phone at 925-375-5258
- Text at 925-375-5258
- Email at together@unbrokenbody.com
- Please note, if you scheduled your appointment online, you can cancel, or reschedule that appointment via your confirmation email.

Print Name

Date

Signature

I understand I may request an electronic copy of the signed document.