



# Cancellation, Reschedule & No-Show Policy

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At Angell Medical Spa, appointment times are reserved specifically for each client. To allow us to provide attentive care and maintain availability for all patients, we kindly ask that the following policy be observed

## Appointment Changes

Clients are required to cancel or reschedule appointments at least forty-eight (48) hours prior to the scheduled appointment start time.

Appointments canceled or rescheduled within 48 hours of the scheduled appointment time will be subject to a \$150 late cancellation fee.

## Missed Appointments

A no-show occurs when a client does not arrive for a scheduled appointment without prior notice. Missed appointments will be subject to a \$150 no-show fee.

If a client arrives late, Angell Medical Spa reserves the right, based on provider availability, to shorten, reschedule, or cancel the appointment. If the appointment cannot be accommodated, it will be treated as a late cancellation or no-show.

## Fee Disclosure (California Notice)

You acknowledge that the \$150 late cancellation or no-show fee reflects a reasonable estimate of the costs associated with reserved provider time and administrative resources, and that actual damages may be difficult to determine in advance.

## Card on File

- A valid credit or debit card is required to be maintained on file for all clients.
- By scheduling an appointment, you authorize Angell Medical Spa to charge the card on file for applicable late cancellation or no-show fees in accordance with this policy.

## Payment Issues

If a charge cannot be processed for any reason, including an expired or declined card or removed payment method:

- An invoice will be issued for the outstanding balance, and

- Payment is required prior to scheduling additional appointments.

## **How to Cancel or Reschedule**

Appointments may be canceled or rescheduled through our scheduling system, client portal, or by contacting our office directly during business hours.

Requests received outside of business hours are subject to the same 48-hour notice requirement based on the time received.

## **Client Responsibility**

Clients are responsible for maintaining current contact information and completing required intake and health forms prior to their appointment. Failure to do so may affect our ability to provide services as scheduled.

## **Repeated Late Cancellations or Missed Appointments**

Repeated late cancellations or missed appointments may result in changes to booking privileges, including but not limited to:

- Requirement of additional deposits
- Limited access to advance scheduling
- In some cases, discontinuation of services

Any such action will be determined at the discretion of Angell Medical Spa and communicated directly to the client.

## **Acknowledgment**

By scheduling an appointment with Angell Medical Spa, you acknowledge that you have read and understand this policy and agree to its terms.