



Acupuncture and Chinese Herbal Medicine

Office Policies

General Policies

- Payment for appointments is required at the time of your visit.
- All payments will be made by cash, check, Venmo, Zelle or credit card.
- Returned checks will incur a \$35.00 fee, due and payable immediately.
- Custom Chinese herbal prescriptions and patents must be paid in full prior to order placement.
- Chinese herbal prescriptions (once prepared) and patents (once opened) are non-refundable.

Cancellation and Late Policy

- **An active credit card will be kept in your file.**
- **48-hour cancellation notice for all appointments.** Cancellation fees are waived if your slot can be filled or if you reschedule in the same week.
- Less than 48-hour cancellations are subject to a \$25 cancellation fee.
- Day of cancellations are subject to a \$50 cancellation fee.
- No-shows or last minute cancellations will require full payment for the visit.
- Late arrivals will be accommodated as much as possible to give you a full treatment.
- Arrivals later than 25 minutes late, will be turned away (unless there is an open appointment following yours) and will be subject to a \$50 cancellation fee.

Causes for Dismissal

- We reserve the right to dismiss patients for inappropriate conduct, non- or late payment of fees, and medical or safety concerns where the practitioner deems it unsafe to receive treatment.
- Patients who demonstrate a consistent pattern of tardiness, cancellations or no-shows (more than 3 times in a one-year period).

Patient signature: _____ Date: _____