

Cancellation Policy

Booking an appointment means you have read and agreed to the following policy.

Thank you for trusting your health and wellness to Evergreen Acupuncture Clinic – we appreciate your business. An acupuncture appointment at our clinic is viewed as a commitment between the acupuncturist and patient. We respect your time and ask you to do the same for ours.

Cancellation Policy:

We request 48 hours' notice for all rescheduled appointments and cancellations; due to the nature of our business we REQUIRE 24 hours' notice in order to not accrue a forfeiture fee. While we understand that situations come up and emergencies happen, we do not double-book the schedule, so late cancellations and missed appointments greatly impact our business.

Fees for missed appointments:

You may cancel or change your appointment up to 24 hours in advance of your treatment via our online booking feature. For changes or cancellations less than 24 hours in advance, you will be charged a forfeiture fee of \$60 for any acupuncture appointment. If you fail to show up for your initial appointment, you will be charged \$85. Late cancellations and missed appointments are NOT billable to your insurance regardless of your benefit coverage.

Thank you for understanding.

I understand that any change or cancellation of a scheduled appointment is preferred 48+ hours in advance and requires AT LEAST 24 hours' notice not to incur forfeiture fees. I understand that if changes or cancellation to my appointment are not made prior to this time frame or if I fail to show up for the scheduled appointment, I will remain financially responsible for the payment in full prior to the next treatment.