



Cancellation & Late Arrival Policies

I. Cancellation Policy

Please give us a minimum of 24 hours' notice to cancel any scheduled appointment (physical therapy or Pilates) or there will be a full service charge. The 24 hour cancellation policy is an industry standard for service professionals like us. The reason for the policy is that we have reserved a spot specifically for you, the client, with the expectation to work and be paid for that hour. If a session is cancelled close to the scheduled time, it becomes very difficult to fill it with another client and we lose our income if there is no agreement in place to be paid for that session. We make every effort to fill the vacant spot by calling clients and reviewing waitlists, but it is not always easy in a short time.

We understand that getting sick and other unforeseeable issues to occur and we support your decision to take care of yourself and to stay home if needed. However, we also want to be in agreement that we will be paid if we cannot fill your spot.

II. Late Arrival Policy

In order to service all clients in a punctual manner, Ergo Body and its instructors reserve the right to decrease the service time of a client who arrives late for a scheduled appointment. The time adjustment shall be commensurate with the delay of the start time in order to accommodate the next scheduled client. There will be no adjustment of the fee for the scheduled service.

I have read and understand the cancellation and late policies of Ergo Body and by my signature agree to uphold my obligations as stated above.

Signed: _____ **Date:** _____