



Hello,

We hope this email finds you happy and well!

In order to provide the highest quality experience, we are updating our no show/late cancellation policy. Many clients approach this therapy with an urgent and critical need to heal. As such, with less than 48 hours notice, we are unable to offer the session to someone in need.

We understand that life happens and things can change suddenly. Please provide as much notice as possible. A \$100 fee will be charged/applied to your account if you cancel/reschedule within 48 hours of your scheduled session. Late cancellation/no show fees must be paid in full before a client can reschedule a returning appointment. Payment is due at the time of service. The card on file will be charged unless you make other arrangements.

As a reminder, ketamine treatment fees are not billable through insurance and are the responsibility of the client. Please login to the patient portal to review and sign the updated policy before your next appointment.

Thank you for trusting us with your healing. We value our relationship with you and look forward to continuing to serve you.

Sincerely,

The Team at Therapeutic Alternatives