

For years we have been extraordinarily lenient about canceling or rescheduling appointments.

Lately though, things seem have gotten a little out of hand.

Confronted with turning patients away because appointment times are taken (and then those appointments are not kept), and thousands of dollars lost to no shows, we have chosen to restructure our cancellation/no show policy.

We still are trying to be a little less rigid than a strict 24 hour cancellation policy, be we had to do something. We work very hard to make acupuncture affordable to as many people as we can, but we also have to earn a living. Not showing up is not fair to us and other patients.

Thanks for your understanding...

**SOUTH AUSTIN COMMUNITY ACUPUNCTURE
CANCELATION POLICY UPDATE
Effective 4/2015**

By scheduling an appointment with us, you are agreeing to our cancellation policy.

You will be charged a \$20 missed appointment fee if your appointment is not cancelled in a timely manner, as follows:

Morning appointments (8 am - 12 pm) must be cancelled the day before **DURING OUR BUSINESS HOURS**.
Afternoon appointments (after 12 and on) must be cancelled at least **4 HOURS PRIOR** to your appointment time.

YOU MUST CALL TO CANCEL (even if your appointment was made online).
Do not email us about appointments.

Please be considerate. When an appointment is missed - or we don't receive adequate notification that you won't be making your appointment - chances are you have kept someone else from getting acupuncture at that time.

Until we update our forms, this policy supersedes that stated in our intake paperwork.