

SONOMA ROOTS CANCELLATION POLICY

CANCELLATIONS AND MISSED APPOINTMENTS

Patients scheduled for naturopathic or IV services are expected to attend each scheduled appointment. A late-canceled appointment can negatively impact other patients. Since your appointments involve the reservation of time specifically for you, and out of respect for your providers and our other clients, a minimum of 24 hours' notice is required for rescheduling or canceling an appointment. We appreciate more than 24-hour notice when possible, as we can then make that time available to other patients. Therefore, if you should know before the required 24-hour notice that you will not be able to attend our session, PLEASE call or email the office so that we have time to fill your slot and can put another patient in your space that may need it. The more time, the better for the provider and other patients who are in need.

When a session is canceled without adequate notice, we are unable to fill this time slot by offering it to another current patient, a patient on the waitlist, or a patient with a clinical emergency.

FEES FOR NO-SHOWS & LATE CANCELLATIONS

No-Show Fees for Naturopathic Visits: Anytime you fail to attend a scheduled naturopathic appointment without giving prior notice of cancellation, **you will be charged the fee for the specific booked service.**

No-Show Fees for IV Therapy Services: Anytime you fail to attend a scheduled IV Therapy appointment without giving prior notice of cancellation, **you will be charged a \$175 no-show fee.** For IV Memberships, a no-show will result in forfeiting an included IV service or a \$175 no-show fee, per patient preference.



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The credit card information you previously provided will be used to process this payment by the close of business on the day of the scheduled visit. If you do not have a valid credit card in our scheduling system, you will receive an invoice via email or text. By providing us with your credit card information or booking an appointment, you consent to this policy. Multiple no-shows will result in the termination of care.

Late Cancellation Fees for Naturopathic Visits and IV Therapy Services: Any naturopathic or IV Therapy appointment that is canceled less than 24 hours in advance **will be charged a \$50 fee.** You will be charged even if the cancellation is work related and even if you rescheduled the appointment. The credit card information you previously provided will be used to process this payment by the close of business on the day of the scheduled visit. By providing us with your credit card information or booking an appointment, you consent to this policy. If you do not have a valid credit card in our scheduling system, you will receive an invoice via email or text. Multiple no-shows will result in the termination of care.

WHEN THE NO SHOW/LATE CANCEL FEE IS WAIVED

The only exception to this cancellation policy is in the event of a serious or contagious illness or emergency. Some examples of emergencies are car accidents, deaths in the family or extreme illness. Work issues do not constitute emergencies. This cancellation policy also applies even if missing the appointment was an unintentional act. In the event of prohibitive weather, we can conduct the visit on the phone or virtual video visit.



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FREQUENT CANCELLATIONS OR MISSED APPOINTMENT

Although Sonoma Roots may send you text or email reminders about upcoming appointments, this is done as a courtesy and only if you consent to receive such communications by providing us with your email address and cell number. It remains your sole responsibility to keep track of and timely attend all scheduled appointments, whether or not you receive the text or email reminder. It is your responsibility to inform the office if your phone number or email has changed.

We value you as a patient and hope that these policies set forth will allow for better continuity of care for our community of patients as a whole. Thank you for your understanding.