

Jennifer Silvestre Nutritionist Cancellation Policy

We understand that life can get busy, and sometimes, cancellations are necessary. However, we strive to offer the best care and service to all our clients. To ensure that we can accommodate everyone, we ask for your cooperation with the following cancellation policy:

NEW PATIENTS:

- **Cancellations made 48 hours or more in advance:** No fee or penalty.
- **Cancellations made between 24 to 48 hours in advance:** One reschedule allowance with no penalty. If a second reschedule is needed, a \$20 fee will apply.
- **Cancellations made less than 24 hours in advance:** A \$20 fee will be charged to reschedule.

FOLLOW-UP / RECURRING PATIENTS:

- **To schedule an appointment:** A 50% deposit is required in advance.
- **Cancellations made 48 hours or more in advance:** No fee or penalty.
- **Cancellations made between 24 to 48 hours in advance:** The remaining 50% balance will be due to reschedule.
- **Cancellations made less than 24 hours in advance:** The remaining 50% balance plus a **\$20 fee** will be required to reschedule.

MEMBERSHIP PATIENTS:

- **Cancellations made 48 hours or more in advance:** No fee or penalty.
- **Cancellations made between 24 to 48 hours in advance:** One reschedule allowance per month with no penalty. If a second cancellation or reschedule occurs within the same month, the session will be forfeited.
- **Cancellations made less than 24 hours in advance:** A **\$20 fee** will be charged to reschedule.

We understand that life can be unpredictable, and emergencies may arise. Jennifer is committed to being flexible and accommodating in such circumstances. If you experience an emergency or

unforeseen situation, please reach out as soon as possible, and we will work with you to find a solution.

We appreciate your understanding and cooperation in helping us maintain a smooth and efficient scheduling process for all patients. If you need to cancel or reschedule, please do so at least 48 hours in advance to avoid any charges.

Thank you for your commitment to your health and wellness!