



Cancellation Policy

Please call our office at 952-224-1919 if you need to cancel or reschedule an appointment. Outside of normal business hours, please leave a message about your cancellation.

1. 24 Hour Cancellation Policy

We require 24 hour notice for appointment cancellations. We understand that there are times when you must miss an appointment due to illness, emergency or family obligations. However, under other circumstances we do require you to call the office with at least 24 hour notice to cancel an appointment as you may be preventing another patient from getting much needed treatment.

If an appointment is not canceled at least 24 hours in advance, you will be charged a seventy-five-dollar (\$75) fee. This will not be covered by your insurance company.

2. Scheduled Appointments

We understand that delays can happen; however, we must try to keep other patients and providers on schedule. If a patient is 15 minutes past their scheduled time, we will have to reschedule the appointment, and charge the fees as stated above.

3. Packages

In the event that you have purchased a package of sessions (i.e., personal training or massage) and you cancel within less than 24 hours notice or no show, you will be deducted one session from your purchased package.