

# RENEWAL ROOM LATE CANCEL/ NO SHOW POLICY

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## **Renewal Room LLC**

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## **No Show/Late Cancellation Policy**

### **Policy Regarding Missed Appointments:**

Renewal Room LLC understands that unforeseen circumstances may arise that require you to reschedule or cancel your appointment. However, we kindly request your cooperation in providing us with adequate notice to avoid disruption to our schedule and to allow other clients the opportunity to utilize the appointment slot.

### **Late Cancellation:**

A late cancellation is defined as canceling or rescheduling an appointment with less than 24 hours' notice.

### **No Show:**

A no show is defined as failing to arrive for your scheduled appointment within the first 15 minutes without prior notice.

### **Fee for Late Cancellation/No Show:**

In the event of a late cancellation or no show, a fee of \$40 will be applied to your account. This fee is necessary to compensate for the reserved time and to ensure the smooth operation of our practice.

### **Exceptions:**

We understand that emergencies may occur. If you have a true emergency that prevents you from attending your appointment or providing adequate notice, please contact us as soon as possible. We will review each situation on a case-by-case basis and may waive the fee in extenuating circumstances.

### **Clinician Cancellation/Rescheduling:**

In the rare event that your clinician needs to cancel or reschedule your appointment, we will make every effort to provide you with as much notice as possible. We will also work with you to find a mutually agreeable alternative appointment time. If we are unable to provide you with at least 24 hours' notice, we will waive any late cancellation fee should you choose to reschedule to a later date.

### **Repeated Late Cancellations/No Shows:**

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If you have repeated late cancellations or no shows, we may need to discuss alternative scheduling arrangements or, in some cases, may need to discontinue services.

**Notification:**

We will make every effort to provide you with reminders of your upcoming appointments via your preferred method of contact (phone, email, or text). However, it is ultimately your responsibility to remember your appointment time and to provide adequate notice if you need to reschedule or cancel.