Cancellation and Online booking deposit guidelines

Once a last minute cancellation (less than 48 hours)or no show occurs the following policy will go into effect. You will be asked to prepay for your visit.

- **Standard Cancellations:** You may cancel your booking up to **7 days** before your scheduled time to receive a full **100% refund**.
- **Late Cancellations:** Cancellations made between **7 days and 48 hours** prior to the start time will receive a **50% refund**. The remaining 50% will be retained to cover lost administrative and booking costs.
- **Last-Minute Cancellations & No-Shows:** Cancellations made less than **48 hours** before the scheduled start time, or failure to show up, are **completely non-refundable**.

If you are utilizing insurance and are subject to this policy you must pay the cash rate in full and will be refunded at your visit.

Prepayment will end after 6 months without late or last minute cancellations.

Exceptions to this policy may be evaluated on a case-by-case basis for unexpected emergencies. Supporting documentation may be requested.