

## **HRC 24-Hour Cancellation Policy**

Cancellation, Appointment Change-Request & Late Arrival Phone Number: 970-248-1592 (HRC front desk)

\*Please store this number where it will be convenient for you if you need it.

### **ABOUT THE 24 HOUR CANCELLATION POLICY:**

Clients will never be charged for a cancellation if it is made more than 24 hours in advance of the scheduled appointment time.

### **REASON FOR THIS POLICY:**

Notifying our staff of your intention to cancel or reschedule 24-hours in advance gives us an opportunity to schedule someone else for that time slot. This is important because others may be on a waiting list or may also be looking for an opportunity to reschedule for a different time. As much advance notice as possible is always appreciated. Our part-time wellness staff is here in the building on an appointment basis only.

### **IF YOU CANCEL YOUR APPOINTMENT WITH LESS THAN 24 HOURS NOTICE, YOU WILL FORFEIT YOUR PRE-PAID APPOINTMENT WITH NO REFUND.**

Clients who simply do not show up for a scheduled appointment will forfeit their pre-paid appointment spot and no refund will be issued. This cancellation policy is standard and will be strictly enforced. On occasion, there will be understandable reasons for missing appointments, but exceptions to this policy will be rare.

### **Arriving late *with* notification:**

Clients who notify our front desk staff even a few minutes ahead of time by calling the listed phone number will have their appointment spot held and will have the time which remains in that hour. As long as the client arrives within the scheduled hour, they will not forfeit their missed appointment.

### **Arriving late *without* notification:**

HRC Wellness Staff will wait for clients for 15 minutes after which they will assume the client is not showing to the scheduled appointment. In such a case, the client will forfeit the pre-paid appointment and no refund will be given.

If you have questions about this cancellation policy, please contact the Manager of Wellness/Fitness at 970-248-1234.

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