



Touch of Equine
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CANCELLATIONS, MISSED APPOINTMENTS, NO-SHOWS & LATE CANCELLATION FEES

The client is expected to attend each scheduled session on time. A cancelled or delayed appointment delays our work and can negatively impact other clients. Since your appointments involve the reservation of time specifically for you, and out of respect for your coach and our other clients, a minimum of 24 hours' notice is required for rescheduling or canceling an appointment. We appreciate more than 24-hours notice when possible, as we can then make that time available to other clients. Therefore, if you should know before the required 24-hour notice that you will not be able to attend our session, PLEASE, PLEASE call the office so that we have time to fill your slot and can put another client in your space that may need it. The more time, the better for your coach and other clients who are in need.

Remember...A cancelled appointment hurts three people: you, your coach, and another client who could have potentially used your time slot. Gestalt coaching sessions are scheduled in advance and are a time reserved exclusively for our clients.

When a session is cancelled without adequate notice, we are unable to fill this time slot by offering it to another current client, a client on the waitlist, or a client in an emergency.



Cancellation Fees: Any session that is a no show or is missed by canceling less than 24 hours in advance will be charged a fee equivalent to 50% of the service booked rate. Eg. A 90 minute EGC session is \$275. Your cancellation fee would equal \$137.50. You will be charged even if the cancellation is work related and even if you reschedule the appointment. The credit card information you previously provided will be used to process this payment. By providing us with your credit card information or booking an appointment, you consent to this policy.

This means that if an appointment is scheduled for 3:00 pm on a Tuesday, notice must be given by 3:00 pm on Monday at the latest. ***For Monday appointments, you need to cancel on Friday.**

Your wait time is kept to a minimum. Due to the length of time provided for each appointment, it is critical that you arrive on time for your appointments. ***If you are more than 15 minutes late to your appointment, we will have no choice but to reschedule your appointment and you will be responsible for the late fee equivalent to 50% of the service booked rate.***

Repeated late cancellations (more than two) may result in the termination of our coaching agreement. Multiple no-shows will result in the termination of our coaching agreement.

The only time we will waive a fee is in the event of serious or contagious illness or extreme weather. If you are unsure, please contact us for further guidance.

MY COMMITMENT TO YOU

In keeping consistent with my own policies, I will also provide at least 24 hours' notice if I need to cancel your appointment. However, I am also not immune to emergencies and will do my absolute best to notify you as soon as possible should I need to cancel last minute.



NOTE

- Tracy is not a therapist and you will be entering into a coaching relationship with her.
- If you need more support, please ask Tracy for referrals or seek a counselor or therapist of your choosing.
- If at any time, Tracy feels she is not able to provide the support that you need, she will refer you to a therapist or counselor.

Your healing and growth journey is important and requires a commitment to yourself and the process. We at Touch of Equine, honor you for taking these steps which will lead you toward the experiential path to wholeness.

I, _____ have been informed and understand to my satisfaction, the above mentioned policy and hereby concur to the terms and conditions of this agreement.

Client

Signature: _____

Witnessed: Tracy Wood

Date: _____