

## Cancellation Policy

Ryan Krane, Inc. requires 24 hours notice if for ANY reason the client is unable to make their scheduled appointment.

### Policy

If you need to cancel a session please call and cancel 24 hours in advance. Should you cancel the same day as your session you **WILL** be charged your normal rate for that session. If less than 24 hours notice is given for a change/cancellation the client is responsible for payment in full for the missed session at time of their next session at the latest.

### Exceptions

There are some exceptions to the same day cancellation policy. These would include such things as: car accidents, medical/dental emergencies, death in the family, etc. If you or your child, wake up sick on the day of the session and you cancel, you will still be charged. Cancellations for the following are NOT exceptions: homework, forgetting, traffic, etc.

### Rain

When raining or threatening to rain, please call me two hours prior to your session, to verify whether the session is on or off, before assuming it's cancelled. Sometimes the location in which you live may not be wet or raining. Should your session get rained out, you will not be charged. If you would like to reschedule this rained out session prior to your next scheduled session, please call me to arrange.

Please note that this is a change to my policy and is just serving as a reminder to eliminate any confusion you might have regarding my cancellation policy. Should you have any questions in regards to this, please feel free to give me a call at your convenience.

I \_\_\_\_\_ understand and accept the cancellation policy as stated above.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Best Regards,



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