

# **Cancellation Policy**

## **Aquatic Cancellation Policy**

- Due to the cost associated with renting pool space, there will be a \$25.00 charge for any aquatic appointments missed or cancelled with less than 24 hours notice.

## **Land-Based Physical Therapy Patient's Only**

- If you need to cancel, we require 24 hours notice. We keep a list of patients looking for appointments. With proper notice, another patient can take advantage of the time slot.
- NSPT provides you with quality one-on-one patient care. We do not double book our appointments. Our staff will make every attempt to schedule you within your preferred timeframe. We will book your visits in advance for four weeks. Please schedule more appointments two weeks prior to the end of your already scheduled visits.
- NSPT does not charge for a missed land-based appointment. However, if you cancel with less than 24 hours notice, or if you no-show for a combination of 3 times, your future visits will be removed from the schedule. Additionally, you will no longer be allowed to schedule appointments in advance. You will need to call the day you would like to come in and see what is available for that day.

## **Personal Training Cancellation Policy**

- We do not charge for the first cancellation with less than 24 hours notice. Further cancellations with less than 24 hours notice or no-shows will be charged at the full visit rate.

**We never penalize cancellations with more than 24 hours notice.**