



No-Show, Late Arrival, and Cancellation Policy

Sana Spa, LLC is committed to providing high-quality care and ensuring appointment availability for all patients. To maintain an efficient schedule, the following policy applies to all appointments:

Fees and Scheduling Requirements

A **\$50 fee** will be assessed for any of the following:

- Failure to attend a scheduled appointment (**no-show**).
- Arriving **more than 15 minutes late**, resulting in an inability to complete the scheduled service.
- Canceling or rescheduling with **less than 24 hours' notice**.

Voicemails left after business hours for next-day's appointments **do not qualify** as timely notice.

Appointment Reminders

Appointment reminders are provided as a **courtesy** and are **not guaranteed**. Patients remain fully responsible for managing and tracking their appointments.

Please ensure that:

- Your contact information is current.
- Your voicemail box is set up and able to receive messages.

Financial Responsibility

- Any account sent to collections due to nonpayment will incur a **\$50 administrative fee**.
- All patients are required to maintain a **valid credit card on file**, which may be used for any applicable no-show, late cancellation, or administrative fees.

Acknowledgment of Policies

By receiving services at Sana Spa, LLC, I acknowledge and agree to comply with the clinic's financial and scheduling policies. These policies remain in effect for the duration of my care.