

## REFUNDS AND CANCELLATION POLICY

Appointments must be canceled or rescheduled at least 24 hours before the scheduled date and time.

### Changes with 24+ hours' notice

*Rescheduling requests* made at least 24 hours before the appointment may reschedule to a different date/time for no additional fee. The rescheduled appointment must occur within the next 30 calendar days or be forfeited.

*Cancellations* made with a minimum of 24 hours' notice may have a full refund that will be processed through PayPal or credit card.

### Changes requested with less than 24 hours' notice

*Rescheduling* requests made less than 24 hours before the appointment will incur a \$25 rescheduling fee. The rescheduling fee must be paid at time of scheduling a new appointment through PayPal or credit card.

*Cancellations* made less than 24 hours before the appointment will receive a 50% refund payable through PayPal or credit card. If no notice is given (e.g., a "no show") then the entire fee is forfeited without a refund.

### To cancel or reschedule an appointment

You must call Sage Advice Care Management at 339-298-8566 to let us know of any change. Cancellations may not be made via email or text.

### If you are delayed

Calls and meetings should begin at the scheduled time, but we understand that sometimes circumstances result in a short delay. Sage Advice Care Management offers a ten minute grace period for all appointments. However, delays beyond the initial ten minutes will be considered part your appointment.

### Urgent scenarios requiring Sage Advice Care Management to reschedule

While we are committed to keeping all appointments on the date and time scheduled, please understand that a medical emergency may occur for another client during your scheduled time. Just as you would want us to be there for you in such a case, we ask for your understanding. Should this happen, we will contact you as soon as possible and reschedule our appointment at your convenience with no charge.