**3C’s Health & Wellness – Cancellation & Deposit Policy**

Effective Date: 10.02.24

At 3C’s Health & Wellness, I understand that unforeseen circumstances may arise, requiring the cancellation or rescheduling of appointments. This policy outlines my cancellation and deposit procedures to ensure a fair and efficient process for both my clients and my practitioners.

**1. Cancellation Notice:**

Clients are required to provide a minimum of 24 hours' notice for cancellations or rescheduling of appointments. This allows me to accommodate other clients in need of my services and ensures the optimal use of my time.

**2. Late Cancellation and No-Show Fees:**

Appointments cancelled or rescheduled with less than 24 hours' notice will be subject to a late cancellation fee. Additionally, clients who do not attend their scheduled appointments without prior notice ("no-show") will be charged 100% of the appointment fee.

**3. Deposit Requirement:**

A deposit will be taken at the time of booking to secure your consultation slot. This deposit is a commitment fee and will be applied towards the total cost of the consultation. However, in the event of a no-show or late rescheduling, the deposit will be forfeited to cover the practitioner's time and resources.

**4. Fee Structure:**

The fee for late cancellations or no-shows, in addition to the forfeited deposit, will be communicated to the client at the time of scheduling. This fee aims to cover the practitioner's time and resources allocated for the scheduled session.

**5. Exceptional Circumstances:**

We understand that certain situations may arise, such as emergencies or sudden illnesses, preventing clients from providing the required notice. In such cases, we encourage clients to communicate their circumstances, and we will assess the situation on an individual basis.

**6. Communication of Cancellation:**

Clients are requested to communicate cancellations or rescheduling requests promptly through our preferred communication channels, which includes phone calls, emails, or other methods specified by 3C’s Health & Wellness.

**7. Payment of Fees:**

Late cancellation or no-show fees must be paid within seven days, as communicated by 3C’s Health & Wellness. Failure to settle these fees will result in limitations on future appointments until outstanding amounts are cleared.

**8. Refund Policy:**

Deposits and fees paid for cancelled or no-show appointments are non-refundable.

**9. Exceptions:**

3C’s Health & Wellness reserves the right to make exceptions to this policy in extenuating circumstances. Such exceptions will be considered on a case-by-case basis and will be at the discretion of 3C’s Health & Wellness.

By engaging with 3C;s Health & Wellness services, you acknowledge and agree to the terms outlined in this Cancellation Policy. We appreciate your understanding and cooperation in adhering to these guidelines to ensure the effective and fair scheduling of our appointments.