



## Cancellation Policy

In our ongoing Efforts to offer you the best experience, we will do our best to keep our clients up to date on any changes that may occur but encourage all clients to inquire about pricing and available services.

The payment process must be completed at booking prior to your session and events to confirm your appointment.

For security and client's comfortability we do not request your credit information, we accept payments via Zelle, CashApp w/no fee, or paypal w/ additional transaction fee, therefore we encourage all our clients to activate their Zelle and download the “**cash app**” application for better and faster service.

At Magic Post Op NYC We understand that unanticipated events may happen occasionally in everyone's life. In our desire to be effective and fair to all of our clients, and out of consideration for our Therapist's time, we have adopted the following policies:

- ❖ 24 hr Advance Notice is required during business hours 9am-8pm via text messaging 929-258-9852 when canceling an individual appointment
- ❖ For same day cancellation you will be required to pay for the full cost of the session. If you have a package then you have forfeited that session of your package.
- ❖ **Late Policy** : If You are late you will only have the time remaining to complete your session. If more than 30 mins late the session is forfeited.

- ❖ **No Shows** : Anyone who either forgets or forgo their appointment for whatever reason will be considered a “no-show”. They will be charged the full amount of their service for their “missed” appointment.

Your first initial session with us must be paid in full before coming in. When you are re-upping for a package a minimum deposit of **\$200** must be made and package balance paid by the end of the next session.

- ❖ We have a NO REFUND policy, however you may be eligible for credit towards your future bookings Out of Respect and Consideration to your Therapist and other customers: Please Plan Accordingly.
- ❖ All purchased services are **Valid for up to 90 days**

**“Please be advised our office hours are 9-8pm. We understand that things happen sometimes and you might need to be seen outside of office hours. We will do our best to accommodate you but there will be an extra charge of 65\$ that will need to be paid in order for you to be seen.”**