



Cancelation 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 comfort, we do not request your credit information. We accept payments via Zelle, CashApp (with no fee), or PayPal (with an 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 therapists’ time, we have adopted the following policies:

24-Hour Advance Notice is required during business hours (9 am-8 pm) via text messaging at 929-258-9852 when canceling an individual appointment.

Same-Day Cancellations will require payment for the full cost of the session. If you have a package, you will forfeit that session.

- ❖ **Late Policy:** If you arrive late, the duration of your session will be limited to the remaining time available. If you are 30 minutes late, the session will be forfeited entirely.
- ❖ **No Shows:** Anyone who either forgets or forgot their appointment for whatever reason will be considered a “no-show” and will be charged the full amount of their service for the missed appointment.

Your first initial session with us must be paid in full before coming in. When re-upping for a package, a minimum deposit of \$200 must be made, with the 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 am-8 pm. If you 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 for you to be seen.