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Center Policies

Appointment Policy Agreement & Client Expectations

- There is required 48 hours notice of cancellation. A full fee is charged for failure of 48 hours notice or for failure to show. Another appointment will not be scheduled until full payment for the missed appointment has been made.
- Please be mindful of your appointment time by arriving and leaving as scheduled.
- If you are late, the time remaining is yours, not additional time.
- Please understand that your appointment time is YOUR time. It is not available to us unless you release the time by canceling or rescheduling with enough time for us to make use of it.
- There are no refunds for Products Purchased, Services Rendered or Services Purchased In Advance.
- We reserve the right to refuse service to anyone for any reason at any time.
- When purchasing a 'Series' for any of the available services, payment for the 'Series' is made in full at the time of the first appointment of the series.
- A 'Series' price for any service or program is discounted, and comes with stipulations which must be adhered to in order to receive the discount. If, for any reason, you are unable to complete a 'Series' within the time allotted, credit for the remaining sessions will be pro-rated without the discount.
- Any remaining funds will come in the form of a credit with Petaluma Healing Arts & Rejuvenation Center. The credit you receive will be pro-rated without the discount.
- Full payment for any check returned NSF, PLUS my bank fees, will be collected before a future appointment is scheduled.
- Due to the nature of this work there is always the possibility that we may be off schedule. Our first priority is to prevent that from happening. If we ever see that this might happen we will try to reach you. If you are left waiting more than 15 minutes, or you are forced to reschedule due to time constraints, I will adjust the fee of your next session. If you can stay, and your appointment is started late, your session length will not be affected.

I AGREE TO AND UNDERSTAND THE ABOVE POLICIES.

Legible Printed Name of Client

Signature of Client

Date of Signature