



Performance Alignment Therapy  
Customer Copy for Policies 2025

## Company Policies

**Nonrefundable Policy:** This purchase whether for deposit, plan purchase, gift card or any other financial transaction done online, over the phone or in person is nonrefundable after 24 hours from the time of purchase.

**Booking Window:** We strongly encourage you to book your appointments out on calendar since you have purchased the package. our calendar does get filled quickly so booking in advance helps ensure your entire package is used prior to expiration.

**Rescheduling:** If you need to reschedule after the initial change, please note that any further cancellation or rescheduling will be considered a utilized appointment. If this is a package or a plan, a session from your package or plan will be deducted, in order for a new holding date to be established. For single appointments, a new deposit will be required after expiration of the original deposit.

**Same Day Cancellation and or Request To Reschedule:** Cancellations made on the same day may result in the appointment being considered as completed which means it would not qualify for reschedule. Please see the “rescheduling” point which applies to sessions that fall under this circumstance.

**Expiration Policy:** If the session is not completed within 30 days from the date of purchase then it is no longer eligible for use. If you have cancelled an appointment and would like to reschedule, you must do so within 30 days from the date of the original appointment. This rescheduled appointment must take place within 30 days from the original date or before the expiration date of the package, whichever comes first, the session’s deposit will be considered voided and no longer eligible for use.

**Cancellations / Reschedule:** We request at least 48 hours to cancel or reschedule your appointment. You may do so by logging into your account on our website or giving us a call during normal business hours.

### **No Call / No Show:**

One Time Appointments - Deposits are paid at the time of booking. If you No Call / No Show the deposit is non-refundable and may not be transferred to a new appointment. Please note that if you fail to show up for an appointment without prior notice more than once, you will be placed on a probationary period. During this time, full payment will be required upfront to book any future appointments. This payment is non-refundable and does not get transferred to a rescheduled date.



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(No Call/No Show) Packages / Plans - Failure to attend your scheduled appointment without prior notice will result in the session being considered used and will not be eligible for rescheduling. Should you have more than one No Call/No Show within the duration of your purchased package or time of being a customer with our company, a \$25 deposit will be required for any future appointments in addition to the use of one of your sessions within the package. The \$25 does not get applied to any additional sessions and is used as a non-refundable deposit due to attendance and does not get transferred to any new appointments.

**Expiration Date:** Please be aware of your package's expiration date and / or your deposit's expiration date. It is your responsibility to mark this date on your calendar, as we strongly enforce all calendar policies to maintain the proper flow of business operations.