

Cancellation Policy:**Arrival Time:**

Please plan to arrive 10 minutes prior to your reservation to allow time for checking in, using the restroom, filling out medical history forms and getting settled. If you are running late, we will do our best to accommodate you for the full length of your allotted time, schedule permitting. Otherwise, we regret your treatment will still have to end on time, so as not to delay the next guest. Appointments cut short due to late arrival are payable in full.

We arrive 15 minutes prior to their classes and appointments. If you are more than 15 minutes early our clinic may not be open for treatments. If we are open we will do our best to accommodate you, however we cannot guarantee that you will be seen before your scheduled appointment time.

Cancellation Policy:

Cancellations can be made within 24 hours of your appointment without charge. You can cancel either through text or by phone. Cancelling with less than 24 hours notice will incur a fee of 50% of the service you are scheduled for and may be cancelled by calling or texting [303-506-1043](tel:303-506-1043). Exceptions will be made for sudden injury and contagious illness on a case by case basis and will be determined by Innovate Acupuncture, LLC

No-shows:

Whether you either forget or consciously choose to forgo your appointment for whatever reason you will be considered a "no-show". No Showing an appointment will lead to a 100% charge of the single priced service fee. If you No Show on an unlimited package you will still be charged for the full price of the service you did not attend.

Any fees for late cancellations or failure to cancel an appointment will be charged to your account and will need to be paid before your next service or class and future service will be denied until payment is made. The only exception to this policy is emergency room visits that occur during the same time as your appointment and proof of the visit must be rendered to reverse this fee.

Return / Refund Policy:

Refunds will be given for any prepaid unused treatments with a written request. If a refund on a package is requested or if a package expires we will deduct the full priced amount for each service rendered and refund any remaining balance either to your account or in the manner that you paid for your package. If a refund is requested for an auto pay contract before the contract has expired we will deduct the full priced amount for any service rendered up to the amount of the package and charge an additional \$50 fee for breaking the contract. Any remaining balance will be refunded. If you have used the full amount of the contract price you will be additionally responsible for the \$50 fee.

If a refund is given for a package or contract you may no longer be eligible for future purchases of discounted services. All future services will be paid at the time of service for the full price of the service. Refunds given to a credit or debit card may take up to 30 days to be returned on the card.