

Our appointment times are scheduled to address each individual client/patient's needs. Appointments with Fitness Focus providers are in high demand; thus, we value advance notice from clients/patients unable to keep their scheduled appointments. To maximize client/patient access, we maintain a No Show/Cancellation Policy for all our clients/patients of 24 business hours in advance notice to cancel or change an appointment. Cancellations must be made at least one full business day before the appointment and done so between business hours: Monday-Thursday from 8:00am-5:00pm and Friday from 8:00am-12:00pm.

Cancellations must be made over the telephone by speaking directly to one of our scheduling professionals or leaving a voicemail. Clients/patients will not be charged for an office visit if the cancellation is made at least 24 business hours before their appointment (e.g. Monday appointments must be canceled at least 72 hours clock hours on the prior Friday).

In the event a Muscles Activation Techniques, Self-Pay Physical Therapy, Personal Training, Pilates, or Group Class appointment is missed or canceled with less than 24 business hours' notice as described above ("missed appointment"), the full visit fee will be billed directly to the client/patient. In the event a Physical Therapy appointment, being billed to insurance, is missed or canceled with less than 24 business hours' notice as described above, a \$50 cancellation service fee will be billed directly to the patient. To secure a future appointment, you must provide a valid credit-card number to be maintained in your file. Please note that the 24-hour cancellation policy does not apply to Sports Performance Training programs. These programs are non-refundable immediately upon purchase.