



## Cancellation Policy

We understand that situations arise in which you must cancel or reschedule your appointment. All cancellations/rescheduling must be done **AT LEAST 24 HOURS BEFORE THE APPOINTMENT.**

All appointments must be canceled or rescheduled through our website.

**CANCELLATIONS & NO SHOWS** with a less than 24 hour notice will result in a full treatment charge without any refunds.

If the medical professional arrives at appointment time, at the requested location and you physically don't show within 15 min or won't be available for treatment (included but not limited to any misrepresentation of yourself, such as wrong identity, age or inaccurate provided medical history, as well as being under the influence of alcohol, recreational drugs or illegal substances), your appointment **WILL BE CANCELED** and you will be **CHARGED FULL** treatment cost.

In the case of a cancellation, determined by our medical staff, you will be able to reschedule, to a date and time that allows you to resolve these discrepancies.

In the unusual event that we would be unable to provide our services to you because of our availability, we will provide a full refund. In the event that our medical professional is unable to perform the scheduled service that follows the insertion of the IV needle due to circumstances out of their control, a **CREDIT** or **REFUND** will be provided (less a medical assessment fee of \$100).

Drip Runner believes that a good provider/patient relationship is based upon understanding and good communication.