

Cancellations, Missed Appointments, and Rescheduling Policy

This time is reserved specifically for you. No one else can schedule during your time. A reminder email will be sent 24 hours prior to your session, with a second reminder email and text message sent 2 hours prior. Please add kristian@yourpathtovitality.com and scheduling@acuityscheduling.com to your contacts so these emails don't go to your spam folder.

By scheduling your appointment, you agree to the following policy:

Cancellations & Rescheduling

- **All clients must keep a valid credit card on file.**
- **A minimum of 12 hours advance notice is required when cancelling or rescheduling an appointment.**
- Cancelling or rescheduling your appointment with less than 12 hours notice will result in a **fee of 25%** of the non-discounted price of your scheduled service.
- If you determine you will not be able to keep your scheduled appointment, you can avoid this fee by calling or texting me to:
 - Change your In-Office appointment to a Live Zoom session, or
 - Change your In-Office or Live Zoom appointment to an Email session.

No Shows/Missed Appointments

- **You are responsible for paying a fee of 50% of the non-discounted price for any missed appointment.**
- Three No-Shows in a 12-month period will result in your no longer being able to schedule an appointment.
- *In-Office Appointments*
 - If you have not arrived within the first 15 minutes of your scheduled appointment time, and you have not reached out to me via call or text, your appointment will be cancelled and marked as a No Show.
- *Distance Energy Healing*
 - Distance sessions are a great alternative for those who are not able to come into the office. Because of the way energy flows, these sessions are just as powerful and effective as in-person sessions. As with the In-Office sessions, it is important to be in a quiet, comfortable space free from distractions for the duration of your scheduled appointment time.
 - For LIVE sessions via Zoom, the link for the meeting will be included in all confirmation and reminder emails. If you have not joined the meeting within 15 minutes of your scheduled appointment time, and have not reached out to me via call or text, your appointment will be cancelled and marked as a No Show.
 - For EMAIL sessions, please provide enough detail on the scheduling intake form for me to address the projects and/or concerns you want to focus on. No further action is needed on your part; the results will be emailed to you upon completion. While it is still ideal for you to be in a quiet and comfortable place where you can rest undisturbed during your scheduled time, I understand that is not always possible. These email sessions are programmed so that the healing will be sent to you at the time when it is most beneficial for you to receive it. This may occur in real time, or it may occur later in the day, typically during a period of rest.

Payment of Fees

- If you paid in advance, any fee incurred will be deducted from your refund before it is issued. If you did not pay in advance, this fee will be automatically charged to the credit card you have on file. If no valid credit card is on file, you will be responsible for paying this fee before you can schedule again.
- For packages and subscription plans, this fee will be collected in an automatic separate charge to the credit card you have on file.

Arriving Late

- Appointments begin and end on time. Late arrivals will result in your session being shortened in order to accommodate any appointments following yours. Regardless of the length of the session, **you will be responsible for the paying full amount.**

Distractions

- In order for you to get the greatest benefit from our work together, distractions during a live appointment may result in the session being paused until you are once again fully present in the moment. Because all appointments must end on time, this may result in less time available for the energy healing work.
- Some examples of distractions that may cause a distance healing session to be paused include: answering a phone call or doorbell, interacting with others in your space, eating, driving.
- Eating during, or immediately before a session is discouraged because of the energy needed by the digestive system, which can interfere with the flow of energy in a session.
- Driving while receiving any kind of energy healing work can be dangerous. If you know you'll need to be driving somewhere during your scheduled appointment time, please choose an EMAIL session for the reasons stated above.