

Active Chiropractic

Family Health Centre
Appointment Policy

Clinic Guidelines, Reservations & Cancellation Policies

Appointments

In order to ensure a positive experience for everyone, please:

- All services require that you have an Initial Consultation prior to having any follow-up type of appointment
- We do require that you take off your outdoor footwear before you enter the clinic to ensure a hygienic environment for everyone. We do have slippers for you to borrow, or you may bring your own indoor footwear
- All payments are due prior to service
- If you are covered by insurance, and your insurance does not cover any or part of a service you have received you are liable for this fee

Return & Refund Policy

- There are no refunds for Health and Wellness services rendered in the clinic

Cancellation Policy

Your appointment time is reserved especially for you.

We kindly ask that you give us **24 hours** notice if you must cancel or reschedule your appointment. If you cancel within less than 24 hours of your scheduled appointment, we not only lose your business, but also the potential business of other clients who could have taken your scheduled appointment time. Appointments cancelled in less than the required time could be billed the full amount of your appointment. Appointments that are considered a no show (missed), will be billed the full amount of your appointment. Please call (613-732-9215) or email the clinic (info@active-chiropractic.org) to cancel or reschedule your appointments. If you are covered by insurance, please note that you are liable for this cancellation fee and it will not be reimbursed by your insurance carrier.

Sales Tax

Applicable services will be taxed with 13% provincial sales tax, as we are located in Pembroke, Ontario, Canada.

Currency of Purchases

All purchases are processed in Canadian Funds. CAD

We use secure online shopping using MindBody Online.

Active Chiropractic is not responsible for any fees, charges, exchange rates or additional charges levied by individual financial institutions or Credit Card companies.

Privacy Policy

Active Chiropractic Health Centre will never sell, trade, rent exchange or otherwise share your personal information with any other person, company, or organization. Privacy is of paramount importance to us. The information you provide us including your name, address, phone numbers, email address, purchases, and credit card information is used to process your order or registration, to answer your questions, and to send you periodic mailings about our services or upcoming events.

Contact us

Do you have a question about our services? Please contact us at 613-732-9215 or at info@active-chiropractic.org