



Cancellation Policy

24-Hour advance notice required.

Successful medical nutrition therapy involves behavioral change. This change requires that clients keep their scheduled appointments. **We require 24 hours advance notice for all cancellations. Cancellations after that time frame will be charged, however we do allow for one exception. Thereafter, you will be charged 50% of the service fee for any missed appointments.**

- There will be a \$15.00 charge for all returned checks.
- If a client misses any pre-paid sessions without prior arrangements, it will be counted as a completed session as this time could have been used for other patients and encourages their compliance with this program.
- Pre-paid fees for follow-up appointments will not be refunded or exchanged, and appointment will be forfeited if you do not show or cancel your scheduled appointment with less than 24 hour notice. Make-ups may be available during the week of missed appointment if space permits.
- Appointments start on time. If you are late, it holds up the next person. So, therefore, you will be given up to the time that the next person is scheduled and will be charged for the full visit.
- No refunds or exchanges will be given at any time before and/or during any consultations or package programs.
- If any of the client's appointments have prior authorization by their insurance company, it is required that they authorize payment by their insurance company to Nutrition Matters, LLC. Any balances not approved or covered by their insurance company are the client's financial responsibility.
- Any fees incurred from missed appointments will be charged to your credit card

For any concerns, please contact our office at (917) 603-8498.

Please contact your dietitian _____ at: _____ if you need to cancel your appointment or if you are running late.

Signature: _____