

## Office Policies - January 2021

Our policies are thoughtfully prepared to support our goal of cultivating and maintaining truly client-centered care. Please take a few minutes to read our office policies.

**Covid 19 Update - Please arrive 15 minutes early with all forms completed and stay in your car and call us at Our number - 585-310-7860**

**1st Time Clients Only - Booking Appointment Only - We will reserve your appointment with a credit card at the time of the appointment.** Phone 585-310-7860. email [myplan@globalnutrition.life](mailto:myplan@globalnutrition.life).

**No Shows / Missed Appointments** - If someone has missed their appointment, without notification, for whatever reason, will be considered a “No Show” and they will be charged for the appointment.

**Late Arrival** - If you are running late for your appointment, the visit will still end at the scheduled time - this allows for the next appointment to start in time.

**Cancellations** – Emergencies can arise which may require you to cancel. Cancellations prior to 48 hours of the appointment time avoid office visit charge. **In the event of a cancellation, your appointment may be filled from our waiting list, therefore cancellations without notice will incur the full visit charge.** Notice must be given via phone 585-310-7860 or email [myplan@globalnutrition.life](mailto:myplan@globalnutrition.life).

**Gift Certificates** – Certificates may be mailed at the time of purchase and may be used for services and/or products. Gift certificates are non-refundable and expire one year from purchase date.

**Hours of Operation** – Monday through Thursday 7:30am-5:30pm, Friday 8:00am-3:00pm EST and Saturdays by appointment.

**Payment** – Payment is due by cash, check, credit card or gift certificate at the time of service or product purchase.

**Return Policy** – All service and product sales are final.

**Packages** - All packages purchased in your name are not transferable.

**I have read, understood and received answers to all my questions regarding Global Nutrition office policies.**

Print \_\_\_\_\_ Sign \_\_\_\_\_ Date \_\_\_\_\_

[www.GlobalNutrition.life](http://www.GlobalNutrition.life)

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