

Welcome to the Institute of Eating Management

We require that you give us a **48 hour notice of cancellation or need to reschedule**. We need to have ample time to be able to reach those on the wait list and give them an opportunity to fill the slot you released. If you cancel and do not give us a 48 hour notice, you will be charged the full amount of your appointment.

IMPORTANT: Please note that if your appointment falls on a Monday, we need to have heard from you by 2 pm the Friday before in order to give us enough time to contact those on the wait list.

We respect your time and we want you to respect ours. If you have ever had to wait at a doctor's appointment because he doubled booked himself, then you will understand why we are forced to bill you. We never double book our appointments and when we reserve a time slot for you, we can not reserve a slot for someone else.

INITIALS _____

Because we reserve a slot specifically for you, if you are late we will see you up until your scheduled time slot has ended. You will be charged the full amount for that time slot regardless if you show up 5 or 20 minutes late. However, if the next available slot is not taken we will be more than happy to extend our visit to the full thirty minute time.

INITIALS _____

Please be patient with us. We receive many calls during the day and it is unfair to interrupt patients that have scheduled appointments. If your call is answered by our message system, please leave a message and we will return your call as soon as possible. We try to return all calls during each workday. If your problem is urgent, please state so in your message.

INITIAL _____

I fully understand the procedures and policies of The Institute of Eating Management and agree to abide by them.

Client Signature _____ Date _____