

Policies



Our goal is to provide quality training on a daily basis. In order to do so, we have implemented a cancellation/no show policy. The policy enables us to better utilize available session times for all of our clients.

Cancellation Policy

At the Sanford Health POWER Center, we understand circumstances arise that will cause the need to cancel a scheduled appointment. We ask for clients to give us as much notice as possible, preferably 24 hours. This will allow time to schedule others trying to make appointments.

We also understand that situations arise due to sickness, weather, and emergencies that are out of your control to give 24 hour notice. Please be considerate and cancel your appointment as soon as possible.

If cancellations become frequent (3 or more) a plan should be discussed between POWER Center staff and the client to make sure appointments can be kept as scheduled. If cancellations continue, (3 or more and **no discussion** with POWER Center staff to make arrangements), the Sanford Health POWER Center has the right to remove future appointments from the schedule. Cancellations can be made by calling the Sanford Health POWER Center at the number below.

For group training, each group gets the number of sessions that they paid for. If a member(s) of a group misses a scheduled session and any numbers of the other members are present, that session still counts towards the total number of sessions. Any missed sessions will not be made up.

No Show Policy

At the Sanford Health POWER Center, we have the right to charge a client who doesn't show up for an appointment. The client will be billed the session fee through the pre-determined EFT method of payment or will lose one (1) session from their pre-paid scheduled appointments. If a client continues to not show up for scheduled appointments (3 or more), the Sanford Health POWER Center has the right to remove future appointments from the schedule until further discussions are had between the client and the POWER Center staff.

Right of Refusal Policy

At the Sanford Health POWER Center, we have the right to refuse services if there is an outstanding bill, daily payment not made or inappropriate behavior within the POWER Center, which can be determined and defined by the POWER Center staff. A customer will be able to resume use of the POWER Center if/when any of the following conditions are met:

- Payment made on an outstanding balance that brings the account to current status
- Proper payment made for a daily use charge
- A meeting with the POWER Center manager to discuss the inappropriate behavior. ***(This does not guarantee that the customer will be able to resume use of the POWER Center. It is the POWER Center's manager's discretion)***

Scheduling Policy

At the Sanford Health POWER Center, scheduling is done on a first come first serve basis. If you choose the pre-paid method of payment, only the # of sessions pre-paid for can be scheduled. More sessions can be scheduled once another payment is made. If EFT is the method of payment, then as many sessions as desired can be scheduled.

If you have questions regarding the policies at the Sanford Health Power Center, please ask a Power Staff member or speak to the manager of the Sanford Health Power Center. Thank you.

Initial and Date _____ / _____ / _____

Staff Initials and Date _____ / _____ / _____

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