

Aim2Walk 2016 Policy and Procedures

Effective January 2016

Cancellation Policy

All missed appointments are subject to a **\$40.00 fee** for every hour of therapy booked. To avoid being charged, we require more than 24-hours notice prior to your scheduled appointment.

Contact us at **416.679.9255** or **info@aim2walk.ca** for cancellation or schedule changes. If we are unable to answer the phone, please leave a detailed message with your name, number and reason for cancellation/schedule change. We will return your call (if needed) to modify your appointment.

Treatment Duration

1 hour session is 50 minutes in treatment duration.

30 minute session is 25 minutes in treatment duration.

Emailing Schedules

At the beginning of each week you will receive an email outlining the details of your scheduled appointments for that week. Please contact our front desk to ensure that your email is on file and/or to update your account information.

Credited Accounts

Clients with a credited account who have not been treated for over six months will forfeit all money credited to their account.

Re-Assessment

It is mandatory for all returning clients who have been away for longer than six months to be re-assessed by their managing therapist.

Neurological re-assessments are \$150 and 1 hour in duration.

Massage re-assessments are \$90 and 1 hour in duration (*30 min Assessment and 30 min Treatment*)

Acupuncture re-assessments are \$90 and 1 hour in duration

NeuroChangers Adaptive Fitness program re-assessments are \$90 and 1 hour in duration

Fee Changes

All of our 30 minute sessions are increasing in price by \$5.

- 30 minute Massage \$65
- 30 minute Acupuncture \$65
- 30 minute Orthopedic Physiotherapy \$65

DOCUMENTATION

Any documentation not paid by a third party (i.e. insurance, WSIB) will be subject to a fee charged to the client.