

TENPENNY HEALTH RESTORATION CENTER

7372 ENGLE ROAD, MIDDLEBURG HEIGHTS, OHIO 44130
PHONE: (440)-766-EECP (3327) -- TENPENNYECP.COM

Cancellation and Refund Policy

Welcome to Tenpenny Health Restoration Center (THRC), where your journey to health is our utmost priority. We are grateful for the trust you place in us and appreciate your business. We understand that scheduling your ECP treatments involves careful planning and commitment. To ensure that we can provide the best service to all our clients, we must enforce our cancellation policy with consistency and fairness. Your reserved appointment time is specifically for you, and the success of your ECP therapy relies on the regularity of your sessions. Appointment slots are in high demand, and a missed appointment without proper notice prevents us from offering this opportunity to another client in need. While we recognize that life can bring unexpected changes, we kindly ask for your cooperation and understanding of our cancellation, rescheduling, and refund policy outlined below. Your adherence to these terms helps us maintain a high standard of service and allows us to better serve you and our community.

Cancellation Policy:

1. We maintain a strict 24-hour policy for cancelling or rescheduling appointments. To ensure fairness and efficiency in our scheduling, this policy is firmly upheld.
2. A non-refundable deposit of \$100 is required to reserve your appointment slot. This deposit will be applied to your package upon purchase, securing your commitment to the scheduled service.
3. To cancel or reschedule your appointment, you must call the ECP center directly on a business day (Monday through Friday, excluding weekends). Please do so within a minimum of 24 **business hours** prior to your appointment time.
4. It is essential to speak to a staff member or leave a voice message to process any cancellation or rescheduling requests. Please note that emails and texts are not accepted methods for cancelling or rescheduling appointments.
5. Failure to provide a 24-hour notice will be considered a "no show" visit. Consequently, you will lose the session/credit, the appointment will be forfeited without refund, and the missed appointment will not be rescheduled.
6. Our staff will make every effort to reschedule your appointment based on ECP bed availability. However, please be aware that the rescheduled appointment may be weeks in the future due to demand and scheduling constraints.
7. If you need to cancel appointments but wish to maintain a credit balance for future services, we will hold the credit for up to six months (180 days) from the date the cancellations were made.

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Refund and Transfer Policy:

1. We uphold a no refund policy on all our packages. Once purchased, the commitment to the service is final.
2. Although refunds are not available, we understand that circumstances can change. Therefore, packages are transferable and can be gifted to another individual should you be unable to utilize the service yourself.

Please note that by scheduling an appointment with us, you agree to the terms outlined in our Cancellation and Refund Policy. We appreciate your understanding and cooperation in these matters. If you have any questions or need further clarification, do not hesitate to contact our center during business hours. Thank you for choosing our services, and we look forward to serving you.

Print Name

Date

Signature

Witness: _____

Date _____

Signature _____