

Dr. Richard L. Robles
Doctor of Chiropractic



Lucid Force Health Center
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Upland CA, 91786
909-949-0155

Cancellation Policy

We understand schedules can change and unforeseen circumstances may arise. To ensure we can accommodate all of our valued patients, we kindly request that you follow our cancellation policy.

1. **Cancellation Notice:** Patients must notify us of cancellations or appointment changes at least 48 hours in advance. To cancel or reschedule, please contact us directly at 909-949-0155 during business hours (M-F 8am-5pm).
2. **Late Cancellations:** Cancellations made fewer than 24 hours before the appointment will incur a 50% charge of the standard scheduled service cost. This fee compensates our team for the time that was set aside for your appointment.
3. **No-shows:** Failing to show up for your scheduled appointment without prior notification will result in a 100% charge of the scheduled service cost. Repeat no-shows may require prepayment for future services or prevent booking future appointments.
4. **Late Arrivals (In-office or virtual):** We understand delays can happen. Patients arriving less than 15 minutes after their scheduled visit time may have their visit shortened accordingly, patients arriving more than 15 minutes late may be asked to reschedule. We may treat late arrivals as late cancellations and apply the cancellation fee. This ensures we can provide the best service to you and our other patients.
5. **Exceptions:** We recognize that emergencies and special circumstances may occur. Exceptions to our policy are made on a case-by-case basis at the discretion of LFHC management.
6. **Booking Deposit:** For certain high-value services, we may require a deposit of 50% at the time of booking. (A booking deposit is different than a prepayment requirement due to repeat no-shows or at office discretion.) We apply this deposit to your service total, or at our discretion, may refund it in accordance with our cancellation policy.
7. **Refunds:** Cancellation fees and required prepayments are non-refundable. Service deposits may not be non-refundable. Exceptions may be made for cancellations initiated by LFHC or other qualifying circumstances, as determined by management.

Contact Us: For questions about this policy or to make changes to your appointment, please reach out to us at 909-949-0155.

By booking an appointment, you acknowledge and agree to our cancellation policy. This policy allows us to manage our schedule and provide the best service to all patients. We appreciate your understanding and cooperation.

Patient Signature: _____

Date: _____