

A5 Policy Wording Sheet

Purpose: write the cancellation policy once, in plain words, and say it the same way everywhere a client meets it.

PRACTICE _____

DATE _____

WORDING Said the same way everywhere

WHERE THE CLIENT MEETS IT	WHAT IT SAYS this practice	WHERE IT CAME FROM
The policy, written once		
What a missed visit costs		
At booking, online		
At booking, by phone		
In the confirmation		
At the desk		
After a missed visit		
Fees and deposits		Rules at https://practiceownerpress.com/rules/deposits-and-cancellation-fees (dated; checked on _____)
Exceptions	Who can waive the window: _____ ; every waiver goes in the log	

SIGNED _____ (OWNER) DATE _____

Checked word for word against every template, each quarter, on: _____

No client names on this sheet.