



Refund Policy and Request Form

Individual Session(s)

In order to provide the most professional session for you, please understand refunds will be provided on these terms only. I understand that “life” happens and there may be times for cancellations, rescheduling, and/or ROAM Nutrition may not be the best fit for your medical nutrition therapy or counseling services.

1. Out of Pocket Payment(s) have the ability to be refunded based on adherence to the cancellation-no show policy.
2. Insurance or Superbills do not have the ability to be refunded. Insurance or superbills will not be billed based on adherence to cancellation-no show policy.

For individual refunds, please submit a request for refund using the Request for Refund Form, see below.

Package Sessions

In order to provide the most professional session for you, please understand refunds will be provided on these terms only. I understand that “life” happens and there may be times for cancellations, rescheduling, and/or ROAM Nutrition may not be the best fit for your medical nutrition therapy or counseling services. For package refunds, please submit a request for refund using the Request for Refund Form, see below.

1. Out of Pocket Payment(s) have the ability to be refunded based on adherence to the cancellation-no show policy. Session(s) have the ability to be prorated for refunds if the Request for Refund Form is submitted and accepted at least 48 hours prior to next session.
 - a. For example, client bought 4 session package and would like a refund on the last two sessions. Client would need to submit Request for Refund form 48 hours prior to the second to last scheduled session(s).
2. Sessions completed through insurance do not have the ability to be refunded.
3. Superbills do not have the ability to be refunded.



Refund Request Form

Name:

Date:

Refund For: Individual Package Session(s) Package

Receipt Number:

Next Scheduled Session Date:

Reason for Refund:



Cancellation Policy

Cancellation-No Show Policy (individual sessions):

1. Cancellation: Please note that in order to respect and honor other clients, scheduled or on waiting list, and the provider's time, we have and uphold a 24-hour cancellation policy. If the appointment has been paid for prior to cancellation and cancellation is outside of the 24-hour window prior to appointment, there will be no fee. Refund or rescheduling can be considered. No refunds will be provided for cancellation within the 24-hour window.
2. No Show: No refunds. The third no-show/cancellation will automatically cancel any other appointments scheduled.
3. Clients agree to the following office policies:
 - Payment prior to appointment
 - 24-hr notice required for cancellations
 - No fee if cancelled outside of 24 hours appointment window
 - Refund or rescheduling can be considered
 - No refund if cancelled within 24-hour appointment window
 - No shows: No refund

Cancellation Policy Example (selling packages):

In order to provide the most professional session for you, please understand that your appointment will start at your scheduled time. If you need to cancel or reschedule, please notify me at least 24 hours in advance of your appointment or one session will be deducted from your coaching package.

All coaching sessions must be used within six months of your initial appointment. If you wish to cancel your coaching program after the first or second session, refunds are processed as follows:

- Packages paid in full: a 50% refund will be issued
- Packages paid via payment plan: Future payments will not be charged