

LATE CANCELLATION AND MISSED APPOINTMENT POLICY

At **MO K.O**, every Sunday weekly schedules are confirmed. Once you schedule a session with **MO K.O**, that time is reserved exclusively for you. In order to successfully operate our business, we need to be able to rely the fulfillment of these appointments. Therefore, we have established the following policy for missed and cancelled sessions.

For any session that is missed or canceled with less than the required 24-hour notice, no matter what the reason, clients will be charged the fee that **MO K.O** would have billed for that sessions(s).

We realized that on the infrequent and rare occasions an event may occur in your life that requires the canceling of your schedule appointment with less than the required 24 hours. Such cancellations may be discussed with **Monee' Perry, the owner of MO K.O** and such policy may be waived. We will do our best to offer you a rescheduled session. Nevertheless, keep in mind that regardless of the understandable reason for cancellation, you will still be charged for the time we have reserved for you; unless it was waived by Monee' Perry, the owner of MO K.O.

We have tried to make this information clear and understandable. We at **MO K.O** want to ensure all our clients get the best customer service which is why it is necessary to inform all our clients of the policies and procedures above.

I have read the above information and have been informed of the policies and procedures above.

Signature: _____ Date: _____