

MindCare Centres

1308 West 8th Ave
Vancouver, BC
V6H 4A6

Phone: 604.739.7867
Toll Free: 1.888.706.7867
Fax: 604.739.7884
E-mail: info@mindcarecentres.com



PREPAYMENT/CANCELLATION POLICY

Thank you for choosing rTMS therapy as your treatment modality.

Upon your booking for the treatment sessions, via phone or in person, a credit card payment for the deposit will be collected. As a precaution to cancellations without notice, we request a deposit of \$1,000.00 in advance, for a minimum booking of 20-sessions of rTMS therapy. The full \$1,000.00 deposit will go towards remaining cost of treatment. This deposit will only be refundable if appointments are cancelled *with at least one week's notice (5 business days)*, or due to extenuating circumstances at the discretion of our clinic.

Should you cancel the treatment or miss an appointment without one week's notice (5 business days) for any reason, a portion of the deposit will be forfeited. The forfeited amount of deposit will be \$500.00 for a late cancellation or missed appointment, due to non-refundable physician fees and appointment slots.

By the second day of treatments, each patient's tolerance of rTMS therapy will be known; therefore, any cancellations beyond this second day of treatment must be due to extenuating circumstances as determined by MindCare staff. This process allows us to secure your appointments and avoid any scheduling problems that may interfere with your treatment plans.

We are happy to discuss this further with you to address any questions. Your opinions and comments are valuable to us.

Sincerely,

MindCare Centres