

# Clinic Policies

**Non-discrimination:** Living Water Acupuncture does not discriminate on the basis of race or national origin, age, religion, ability, education, height, weight, body type, marital status, sexual orientation, sex, or gender identity. All are welcome!

**Cancellation Policy:** All missed appointments and those cancelled with less than 24 hours notice are subject to a \$35 no-show/late-cancellation fee. This fee must be paid before the patient can reschedule.

**By appointment only:** All treatments are by appointment only.

**Clinic Environment:** In order to maintain a peaceful and relaxing environment, please observe the following courtesies: turn cell phones off in the treatment room, keep voices low, and avoid wearing heavy scents which can trigger allergic reactions in many people.

**Billing and Receipts:** All payments are due at the time of service. If you need a receipt for your records please inform us as soon as possible.

**Complaints:** Any complaints regarding Living Water Acupuncture should be directed to Cedar S. Kennedy, LAC, EAMP.