



## **Body Brave's No-Show Policy for All Treatment Services**

If you are unable to make your appointment or need to cancel, go to the "Appointment Details" button which can be found in the Reminder email. Once signed into the eBooking platform, press the red "Cancel" button to cancel your appointment.

Please ensure that cancellations are completed 24-hours prior to the appointment date and time for it to process correctly on the eBooking platform.

For clients that are currently in a 10-week closed treatment group and have a designated Action Plan, please reach out to the facilitator 24-hours prior to the group session through the message centre on Careteam.

If you are unable to cancel through our system, you must notify Body Brave via email ([info@bodybrave.ca](mailto:info@bodybrave.ca)) or telephone (**905-312-9628 ext. 100**) regarding the cancellation 24-hours before your appointment. Inability to do so, or in an instance of two "no-shows" clients may not be able to access the online booking system anymore. All appointments booked will be cancelled.