



Please read the following information carefully in order to become familiar with our clinic:

- Please bring a mask. Masks remain mandatory in all clinic spaces and during appointments. If you are participating in a class, Masks may be removed in the studio once you arrive on your mat.
- **Cancellation policy:** Cancelling within 48 hours of your appointment or failing to show will result in a \$75 fee for the first instance. Subsequent no-shows/late cancellations will be charged the full appointment price. Any outstanding fees must be paid before booking or attending future appointments. For Monday or Tuesday cancellations, please call before 5pm Friday or cancel online outside of the 48-hour window.
- **Please book a follow-up!** If you book an assessment online, it is **VERY IMPORTANT** to also book at least one follow-up appointment a week or two later if possible, or as soon as is available. You can additionally put yourself on the cancellation list of the therapist you book with.
- **Ensure your intake form is filled out** by the day before your appointment. You should have received a link to this in your booking confirmation.
- **We offer telehealth appointments.** If you are experiencing any symptoms or feel uncomfortable about being in a public sphere, a virtual appointment is a very safe and effective way to receive treatment and we encourage you to contact us to switch to this method at such times.
- **Manage your bookings online!** You can book, reschedule and cancel your own appointments on our Jane booking app <https://synergystudio.janeapp.com/>. Note you will have to call if you need to cancel within our late cancellation period of 48 hours before your appointment. For Monday or Tuesday cancellations, please call by 5pm Friday.
- **We do not offer Direct Billing to insurance companies** – payment is due at the conclusion of each session, and a receipt will be given that you can submit to insurance. We can keep your credit card information on file for ease of future payment or you can pay by debit, e-transfer, cheque or cash.
- **We do not deal with Motor Vehicle Accident or Workers Compensation Claims.**
- **Please let us know** if you didn't receive your booking confirmation email, so that we know whether we have the correct contact information. Ensure our emails are not going to your spam folder and set [admin@synergyphysiopilates.ca](mailto:admin@synergyphysiopilates.ca) and [info@synergyphysiopilates.ca](mailto:info@synergyphysiopilates.ca) as safe senders.
- **Reception hours are 9-5 Mon-Fri** and there is no reception on-site. When you arrive, please check the therapy board to see where your therapist is working that day. If upstairs, please head up to our Loft waiting area.
- **Please review our Covid policies** on our website. Be sure to wear a mask and sanitize your hands when you arrive. **\*\*Masks must be worn inside the clinic at all times\*\***
- **Parking options:** Please plan to arrive in plenty of time to find parking. There are 5 marked spots at the nearby Shoppers Drug Mart, just north of our building across

Almon Street. Please park in the designated Synergy spots which are located near the Almon St. sidewalk. During busy clinic times, all spots may be full.

We also have two parking spots at the rear of the studio. You can reach this parking area by turning off Robie St. at the corner of Almon (where Mister Transmission, Fox Hill Market and CosmoProf used to be). Just follow the paved area around to the rear of our studio, and you'll see our marked signs.

Alternatively, there is street parking available, bicycle posts, and we are also on a major bus route.

- **A note about accessibility:** We do not have an elevator in our building. There are 5 steps to the main floor of our clinic. We also have two treatment rooms located on our newly renovated second floor, which is an additional 15 steps. We have a wheelchair ramp at the rear of the studio, which is accessible at times when the studio is free. Please let us know if you require this access when booking your appointment.