



Before your first appointment with us please review the following:

- **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. For Monday or Tuesday cancellations, please call before 5pm Friday or cancel online outside of the 48-hour window. We do strictly enforce our cancellation policy to respect the time of our therapists, as well as our long wait list of patients looking for appointments.
- **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, cash. **We do not deal with Motor Vehicle Accident or Workers Compensation Claims.**
- **Please book a follow-up appointment.** 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 live out of town, or are unable to make it in person due to childcare, transportation, illness or weather, a virtual appointment is a convenient, and effective treatment option. If booking an appointment online, please ensure you book a “virtual” appointment, and you will automatically be sent the appointment link. If you ever need to switch from an in person to virtual appointment, please give us a call.
- **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.

- **Please let us know** if you didn't receive your booking confirmation email, so that we know whether we have the correct contact information. To ensure our emails are not going to your spam folder, set admin@synergyphysiopilates.ca as a safe sender.
- **Our virtual reception hours are 9-5 Mon-Thurs and 9-4pm Friday**, 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. If on the main level have a seat. Your therapist will come greet you when they are ready for your session.
- **Parking options:** Please plan to arrive in plenty of time to find parking.
 - Richmond Yards underground parking garage (entrance is off St. Albans St): \$1.50/hour
 - We have two free parking spots at the rear of the studio. You can reach this parking area by turning off Robie St. onto St. Albans Street, and then turn right down the alley across from Speedy, and before the entrance to the parking garage. Follow the alley around to the rear of our studio, and you'll see our marked signs in front of the wheelchair ramp. Please use our front door Robie St. entrance, unless previously arranged to enter from the back door.
 - North end street parking is free, and there are many bicycle posts on our block. Synergy is 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 three treatment rooms located on the 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.