

# CANCELLATION & REFUND POLICY

## The Ease Project PLLC

Appointments with The Ease Project PLLC are reserved specifically for you. Because we are a cash-based practice and operate by appointment only, the following policy applies:

### Appointment Cancellations

- Appointments must be canceled or rescheduled at least **24 hours in advance** of the scheduled appointment time.
- Cancellations made with less than 24 hours' notice and missed appointments ("no-shows") may be charged the full session fee.

### Late Arrivals

- Late arrival may result in a shortened session to avoid impacting subsequent appointments.
- Full session fees apply regardless of shortened session time due to late arrival.

### Refunds

- Payments for completed services are non-refundable.
- Refunds for prepaid services or packages (if applicable) are handled on a case-by-case basis at the discretion of The Ease Project PLLC.

### Payment Disputes

- If you believe a billing error has occurred, please contact us promptly so we can resolve the issue.

### How to Cancel or Reschedule

- Appointments may be canceled or rescheduled through the scheduling system or by contacting us directly at:  
**[info@theeaseproject.com](mailto:info@theeaseproject.com)**