

Healing Garden Cancellation and Late Policies

We understand that anyone impacted by cancer may encounter circumstances that require cancellation. We know medical complications can arise quickly and we ask that you do your best to notify us with as much notice as possible. Please see the details below.

Cancellations for Individual Appointments

If you are scheduled for an individual appointment and you are unable to attend, please contact our Care Coordinator (978-456-3532) **at least 24 hours** in advance to cancel. We maintain active waitlists and would like to offer your appointment to another client who is waiting.

Cancellations for Programs

The Healing Garden is pleased to provide its programs at no cost to our community. We are lucky to have talented providers who prepare and set aside their time to run these programs. Our programs with space limitations often fill up quickly and we maintain waitlists. When registering for a program, please consult your personal calendar to ensure that you can commit to that date and time. If you are registered for a program and find that you are unable to attend, please provide **at least 24 hours' notice**. This notice allows us to move other clients off the waitlist and helps our providers with their planning.

Frequent Cancellations or Missed Attendance

We work hard to serve as many clients as possible. If you miss two individual appointments and/or programs without notice to the Healing Garden, you will be placed on waitlists for future programs or individual appointments. If you cancel three or more individual appointments and/or registrations for programs, we encourage you to consider your ability to participate in certain activities at this time. Our Care Coordinator and/or Director of Client Care will reach out to discuss what might be most suitable for you moving forward.

Tardiness to Programs and Support Groups

Our program providers and support group leaders are committed to beginning programs and groups on time to allow enough time for participation and the prepared materials. It can be disruptive to other clients in the programs or groups if you arrive late. Please let the Care Coordinator or your support group leader know **at least 24 hours** in advance if you will be late for a program and/or group. Please understand that the Care Coordinator and support group leaders reserve the right to ask you not to come to that program and/or group if they feel it will be too disruptive. If you arrive at a program and/or support group late without notice to the Healing Garden, you may be denied entrance to that group and/or program if it will impact the provider and other participants.