**Warrenton Oxygen Wellness, LLC (WOW)**

**Payment/Cancellation/No Show/Late Fees Policy**

To ensure adequate availability of our HBOT services for our community, Warrenton Oxygen Wellness (WOW) adheres to a tight schedule for all of our HBOT chambers. Our fee structure is set up to ensure ongoing local HBOT services (as opposed to maximizing profits), so we require any cancellations to be made at least 24 hours before a scheduled HBOT session (a “dive”), to enable us to book the chamber for another VOP (FYI, all people who use WOW HBOT services are called VOPs—Very Oxygenated Persons).

All HBOT chamber scheduling should be done by calling our office: 540-216-3474.

**If a VOP cancels a dive less than 24 hours prior to the session, or doesn’t show up for a scheduled dive, WOW will not refund the payment made for that session.**

If a VOP is late for a scheduled dive, the session will be shortened accordingly—e.g., if a VOP is 30 minutes late for a scheduled 60-minute dive, their time in the HBOT chamber will be shortened by 30 minutes. NOTE: Shortened dives still deliver significant HBOT benefits, although less than a full-length session. No refunds will be made for shortened dives due to a VOP being late for their session.

On rare occasions, a dive may have to be stopped due to an equipment problem or if a VOP has a problem adjusting to the pressure changes during a dive. If a dive is stopped due to either of these problems, a full refund will be made for the dive.