



Cancellation Policy

Dear Valued Client,

I know you want to get started with your first session. First, we need to discuss our no-show and cancellation policy. It might seem like an unimportant detail now, but it's important for us to spend just a few minutes on it. I have a 24-hour cancellation policy.

Why? This policy is important because there are multiple people, just like you, who are needing to be seen and are having to wait for their appointment. Occasionally, some of our providers can be booked out for a few weeks or even a few months at a time. In some situations, these clients are needing serious attention, and would love to have an earlier appointment time if possible. If a client cancels with less than 24-hour notice, I lose that time that could have been given to another client. Giving a 24-hour notice that you will be unable to attend your appointment gives us the chance to fill that spot with one of those people.

What this Means for You: You can cancel or reschedule an appointment anytime, as long as you give 24-hour notice. **If you cancel an appointment with less notice, or don't show up, you will be charged a standard \$99 fee.** This is not a punishment or because we're upset, but a necessary policy to ensure that all of my clients get the care they deserve.

There are always exceptions to any rule, and this will be evaluated on a case-by-case basis, but generally, this policy will apply and will be enforced.

We retain the right to discharge any client who has missed more than 4 appointments in a year's time, or anyone who has 3 consecutive missed appointments in a row. Again, we want to make the most of our time and be able to offer as many people as possible the help they are needing. By enforcing this rule, we are ensuring that everyone is given the best possible care.

It's important to know that insurance will not pay for missed appointments, so you will be responsible for the full amount due at the time of the missed appointment. A credit card will be kept on file for this purpose.

Thank you for understanding and agreeing with this policy. It is our wish to serve you the best way possible, and by agreeing, you are helping to make that easier for all of us! Please sign below as acknowledgement that you have read, understand, and agree with this policy.

Client Name (Print): _____ Date: _____

Client Signature: _____