

## 5. Cancellation Policy

A cancelled appointment hurts three people: you, your therapist, and another client who could have potentially utilized your time slot. Therapy sessions are scheduled in advance and are a time reserved exclusively for our clients. When a session is cancelled without adequate notice, we are unable to fill this time slot by offering it to another current client, a client on the wait list, or a client with a clinical emergency. In addition, we are unable to bill your insurance company for sessions that are not kept.

Please provide our office with 24-hour notice to change or cancel an appointment. Clients who do not attend a scheduled appointment or do not provide 24-hour notice to change a scheduled appointment will be responsible for a \$50.00 office visit charge. This charge cannot be billed to insurance and must be paid on or before the next scheduled appointment.

To cancel a scheduled appointment, you may call, email, or respond to your appointment reminder.

I understand and agree to this policy.