

CANCELLATION POLICY

Some see a cancellation policy as negative. We see it as positive motivation. We hope you will understand and agree. *Please note: This cancellation policy is specifically for Individual Psychotherapy, Mental Health, and Individual Substance Abuse services.*

When an appointment is cancelled it negatively effects 3 people: you, your therapist, and another client who could have potentially been treated during that time. We schedule sessions for clients and agree to set aside that time for your therapeutic needs. Just as your time is valuable and sessions are scheduled to fit your availability, your therapist's time is valuable as well. If a session is cancelled on short notice, your therapist cannot rebook that time with someone else and we are also unable to bill your insurance for sessions that are not kept. Not only does a cancellation policy help to ensure your therapist is compensated for their time, it provides clients with motivation and accountability, two very important things in everyone's treatment.

Cancellation/ No-Show Policy

Clients can cancel or reschedule any appointment with 24-hours or more advanced notice. Failing to provide at least 24-hour notice is considered a late cancellation. The first late cancellation is considered a mistake. All future late cancellations will be charged a \$50 fee, which must be paid prior to scheduling future sessions. All No Shows will be charged a \$50 fee, which must be paid prior to scheduling future sessions. Failure to pay the fee for 30 days will be considered abandonment of services, and the client will be discharged.

Some practices have stricter policies of 48 or even 72-hours policy. We believe that 24-hours is sufficient and hope that you understand that it is not intended to be punitive. Please understand, no one will be mad or upset with you if you late cancel or no show. That's life. We understand.

If you need to cancel an appointment, please be aware that it is the client's responsibility to notify the appropriate person. Clients can cancel by phone, text or email. Email is great because it has a timestamp and the option for read confirmation. Your therapist may or may not reply immediately to a cancellation left as voicemail, text or email, as the therapist may be with another client. Again, the burden of responsibility is on the client who needs to cancel.

We understand that emergencies happen, and we have no desire to add insult to injury what that is the case. Simply let us know as quickly as possible. Sure, we may ask for proof that the issue made it impossible for you to cancel in a timely manner or kept you from showing up for your session.

Finally, please keep in mind that repeated late cancellations and no shows will result in termination of the Therapist-Client relationship.

As with all choices, we must be willing to accept the consequences.