

*For all professional appointments including individual counseling, group counseling, mediation cases and other contracted services, No Show and Same Day Cancellation Fees do apply.*

## **No Show Policy:**

Scheduling takes place at the conclusion of each session or online. Reminders are sent prior to all sessions. If something comes up and you are unable to make an appointment, please notify us at least 24 hours prior to the session via phone message or email.

If a client misses an appointment without 24 hours prior notice, they will always remain financially accountable for the entire fee of the session.

When a client misses a scheduled appointment they will receive an email notifying them of the missed session. It will also include payment and rescheduling instructions. No Show payment options are available online or in person. Please settle up before or during your next session.

If you are unable to do so, an invoice will be sent out at the end of the month. If payment is not received by the posted due date, further fees and action may result. In rare cases, a client's FIRST No Show Fee may be waived at the therapist's discretion.

## **Clients are informed about fees:**

- On website
- During initial phone intake
- In the welcome email
- In the signed Disclosure Statement
- Verbally discussed during intake

## **Why Charge No Show Fees?**

In order to provide quality care to multiple clients each day, appointment schedules must be maintained. Counselors wait in the office for a client who doesn't show up. Same day cancellations seldom get refilled on short notice. No Show Fees serve as a deterrent to protect a professional's time.

Session time slots fill up quickly, and clients seeking help often must schedule weeks in advance to find availability that works for them. Missing a scheduled appointment steals time from them. An unused time slot is a missed opportunity to serve the needs of another client.