



No show and late cancellation agreement

- When we have a scheduled session we are not able to use that time for another person.
- While no one likes to talk about it, there is a significant financial impact on the counselor for a no-show or a late cancel (within 24 hours of the session). *Insurance does not pay us when someone does not come.*
- If there is a true emergency, please let me know and we can work something out. For example, if your boss tells you that you have to work overtime and you tell your boss that your “doctor” will charge you the full amount for a no show, often the boss will not make you stay late.
- To keep the level of no-show and late cancellations down, it is my policy to charge the client a \$50 fee for any no-show or late cancellation.
- If there is a *subsequent* no-show or late cancellation (within 24 hours of the session) we would need to talk about what happened and how to prevent that in the future.
- If there was then a *third* no-show or cancellation, it is our policy to refer the client or suggest to the client that now is not the time for counseling for them, that perhaps they are not ready to pursue counseling.
- When someone does cancel we offer that time to someone who needs it. Please ask about our cancellation list.

Client signature _____

Date _____

Counselor signature _____

Date _____

Please sign below if you are okay with e-mail communication

Client signature _____

Date _____

