

Cancellations and Reschedules - Policy

When you schedule a session with me, I reserve that time exclusively for you and it is not available to other current or potential clients. In the rare circumstances in which you need to cancel or change a scheduled session, please give as much notice as possible so I may have enough time to offer the unused time to another client. I require that clients **provide notice of at least 72 business hours (3 full business days) when cancelling or rescheduling a session to avoid a cancellation fee and/or rescheduling stipulations.** For the purposes of this document, 24 business hours refers to a full day, only counting Mondays through Fridays (excluding Federal holidays). So, a Monday 10am session must be cancelled or rescheduled by no later than the prior Wednesday at 10am to do so without a cancellation fee or rescheduling parameters.

- If cancelling or rescheduling with notice of less than 24 business hours (1 full business day), you will be charged the full session fee for the missed session. The rescheduled/next session will be a new charge, at the regular session rate, unless rescheduled for the same day. (This option is subject to the therapist's availability, if any; if there is no same day opening then the rescheduled/next session is a new charge at the regular rate.)
- If cancelling or rescheduling with 24-72 business hours' notice (1-3 full business days), you will be charged half the rate of the missed session, unless it is rescheduled to occur within the same Monday-Friday week or +/- 2 business days, subject to the therapist's availability. If there are no openings or you cannot or choose not to reschedule during this timeframe, the half fee is charged for the unused session.
- Cancelling or rescheduling more than 72 business hours ahead of time may be done with no fee. However, multiple cancels or change requests may result in loss of a regular appointment time, limited scheduling options, and/or termination of services.
- Federal holidays excluded/not counted as a business day: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.

I will negotiate exceptions to cancellation fees for true emergencies and/or sudden illness on an individual, per time basis. It is the client's responsibility to request an exception to a no show/late cancel charge and to communicate with me as soon as possible. Cancellations or rescheduling needs should be communicated via email, text message, or phone call, giving advanced notice whenever possible. While it is common for a specific time slot to be held for a client (e.g. Mondays at 11am), appointments are also verbally confirmed during a previous session at which point the client is emailed a calendar appointment. Thus, if a client with a regular session time "no shows" or cancels a session, the client must contact the therapist as soon as possible in order to confirm their next appointment. No shows may result in loss of a regular appointment time, scheduling limitations, and/or termination of services.