



Cancellation Policies and Procedures

Policy

We will maintain guidelines around the cancellation of therapy appointments to promote healthy boundaries with clients as well as be fair to compensation and the time of therapists. These guidelines include notification of canceling or rescheduling an appointment 48 hours before the appointment by both the client and/or the therapist. We will allow exceptions based on extreme weather and if the therapist or client is incapacitated or someone in their immediate care is incapacitated. Virtual sessions are always an option if therapist or client is experiencing an illness and needs to be contact free.

Our fee for canceling without 48-hour notice is broken up based on service. **This fee allows therapists to be paid for their time.** If the time slot is filled with another appointment, the client is not charged and is refunded any fee. There are stipulations to this, see section below.

After 2 consecutive Late Cancellations or No Shows, the client's future sessions will be canceled and they will only be allowed to schedule a single appointment at a time. After 3 consecutive Late Cancellations or No Shows, the client is inactive and cannot schedule another session without therapist approval. Clients may not schedule until their cancellation fee has been paid.

2025 Fees

Therapy Services

\$50 for under 48 hours notice

\$100 for under 24 hours notice

Biofeedback Services

\$30 for under 48 hours notice

\$60 for under 24 hours notice

Intensive Sessions

\$250 for same day

\$150 for under 24-hours

\$75 for under 48-hours



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Weather Clause

If extreme weather permits travel, please switch to virtual sessions. If you are unable to do a virtual session, (for example, you have a Neurofeedback session scheduled) you can cancel without a fee. Extreme weather includes:

- Tornado Watch or Warning
- Winter Storms (unless roads have been cleared)
- Thunderstorm Warning

Wifi Outages

Teletherapy sessions disrupted by wifi outages can be continued via Phone call. HIPAA privacy rules state that phone calls using non-public facing apps or carriers are considered private.

A non-public facing app is an app that is password protected and directed to a recipient (for example, a Phone Call, WhatsApp, Google Voice, Facebook Messenger, etc. An example of a public facing app would be TikTok, Facebook, Social media, anywhere where the message is not privately directed to a specific person with a password locked account.)

Filled Appointment Spots

A client who late cancels or does not show for an appointment is typically charged our fees above, however, if the client's spot is filled by another client their fee is waived.

This is NOT the case if the therapist is moving up appointments to end their day earlier, because they would still lose income if the fee was waived. This fee would also not be waived if a client who has a session later in the week needs to move their appointment to the open spot and their original appointment spot is not filled.

Clients are responsible for their time slot and are held accountable for late cancellations and missed appointments. That being said, our office's main goal is to provide therapy, not penalize clients for missed appointments. We will not charge fees if we're able to maintain the same income for the week with other clients taking the spots opened by cancellations.



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Client Accountability

If there are clients who have a history of late cancellations or moving their appointment due to Clinical Avoidance, the therapist will need to write a contract with the client to keep them accountable for treatment. This contract can state that the client WILL be charged in the case of missing an appointment, even if their spot is filled by another client.

This would only be necessary in cases where it is CLINICALLY NECESSARY and agreed upon by both the provider and the client.