

Counseling Center of Montgomery County

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CANCELLATION POLICY

We look forward to working with you. Our appointment sessions are approximately forty-five (45) minutes long. It is our strict policy to stay on time for all scheduled appointments. Therefore, if at all necessary, your wait time is kept to a minimum. Due to the length of time provided for each appointment, it is critical that you arrive on time for your appointments. If you are more than 15 minutes late, we will have no choice but to reschedule your appointment and you will be responsible for the fees of a no show. In order to avoid paying no show fees, we require at least twenty-four (24) hours notice for all cancellations, unless your appointment is on Monday, at which we cancellation needs to be before 3pm on the prior THURSDAY. Insurance companies will not pay for "No Shows or Late Cancellations," therefore you will be responsible for the \$50 fee for a missed appointment at the first no show or late cancellation. After the second no show or late cancellation, you are responsible for the entire fee of \$120 to \$150 and to continue scheduling, you will have to pre-pay the third session at \$120 to \$150.

After 3 cancellations or no shows, you will not be able to schedule another appointment and will be referred to another provider. If you have arranged with your therapist to have standing appointments, then after the first no show, all appointments will be removed from the schedule and will have to arrange appointments weekly.

I have read and understand the cancelation policy.

Client Signature

Date

Parent or Representative Signature

(relationship)

Date