



Cancellation & Late Arrival Policy for Cloud Break Therapy, LLC

We here at Cloud Break Therapy, LLC understand that unanticipated events and emergencies happen occasionally in everyone's life. We also understand that the process of psychotherapy can be challenging and when we hit a difficult place in the process, it may feel easier to avoid coming to your appointment. No matter the reason you may be cancelling or late to your scheduled appointment we have reserved this time specifically for you and ask that you discuss this directly with your Therapist.

In our desire to be effective and fair to all clients, the following policies will be strictly enforced as of January 1, 2023:

Late Cancellation Coupon

At Cloud Break Therapy we offer an incentive of **one** late cancellation "coupon," redeemable to use for **one** session per calendar year. With this "coupon" you will be allowed to cancel with less than 24 hour notice and not be charged the **\$100 cancellation fee**. This "coupon" is **not** redeemable for no-show/missed appointments. No-show/missed appointments will automatically be charged the \$100 fee.

Less than 24 Hour Notice

A 24 hour advance notice is required when cancelling an appointment. If you are unable to give your Therapist a 24 hours advance notice you will be automatically charged the **\$100 cancellation fee** for your appointment. Please keep in mind that this is not a copay amount. Please contact your Therapist directly to reschedule your appointment.

No Show for Your First Appointment

If you make an initial appointment and do not cancel with a 24 hour advance notice, you will be allowed to redeem your "late cancellation coupon" for your

first visit. However, you will not be allotted another “coupon” until the next calendar year. Additionally, you must complete all registration forms prior to scheduling another appointment. If you do not complete this paperwork, you will not be able to schedule another appointment with your Therapist.

Late Arrival to a Scheduled Appointment

If you are running late to your session; please call, email or text your Therapist with an update.

If you are more than 15 minutes late to your session, you will be responsible for the full cancellation fee of \$100.

Please feel free to address your questions or concerns with your Therapist.

Cloud Break Therapy, LLC reserves the right to revise and amend these policies at any time and will provide sufficient written notice to all clients.

I have reviewed the above stated cancellation and late arrival policy. I have discussed any questions or concerns directly with my Therapist and I agree to the terms of this policy as indicated with my signature below.

Signature: _____ Date: _____