

## **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 February 10, 2020:

### **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 is not applicable to inclement weather conditions and cancellations that may arise from that.

### **Less than 24 Hour Notice**

**A 24 hour advance notice is required** when cancelling an appointment. This allows the opportunity for someone else to schedule 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 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. Also, you must complete the registration form and credit card authorization form

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 15 minutes or more late to session; please call, email or text your Therapist** with an update. Otherwise, we will be contacting you to inquire about your attendance to your scheduled appointment; and if we cannot reach you we may assume you are not attending. **If you are more than 30 minutes late to your session** it will be left to the Therapist’s clinical discretion as to whether to continue with your session for the day, as some treatment goals cannot be met without the full time allotted for session. Upon your arrival, should your Therapist deem it appropriate to continue with your appointment for the day, your appointment will still end at the normal allotted time in order to allow your Therapist to prepare for the next appointment and stay on schedule. Should your appointment be cancelled due to arrival 30 minutes or more late, your Therapist reserves the right to bill you 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:** \_\_\_\_\_