

## Cancellation Policy: Informed Consent and Agreement

This cancellation policy exists to create an advanced understanding of the impact of cancelling sessions on both client and therapist.

- Therapy requires a significant commitment of time and energy by both parties to make progress towards your therapeutic goals. Thus, regular attendance will best serve your aims.
- Advance notice of cancellations enables Sound Mindfulness Group (SMG) to serve folks who may have been on the wait list for some time.
- Charging for cancellations made less than 48 hours in advance helps to keep this small practice viable.
- Therefore, SMG requires at least 48-hour advanced notice of a cancellation via phone message, text, or email (see B. below for caveat). Please consider rescheduling, rather than cancelling your appointment.

**A. If you provide less than 48-hour notice or you do not show up for your appointment, regardless of the reason, you have the following two options:**

1. Reschedule earlier or later in the same day or the next business day; *please look online for openings and book yourself immediately. This option is only available if there are openings in the schedule.*
2. Pay out-of-pocket for the full price of the session (\$165 for Eliza, \$140 for Heather). As missed sessions cannot be billed to your insurance company, your credit card information will be held on file and will be used to pay for your session. You will be notified that the credit card transaction has been processed.

Payment for less than 48-hour notice is not required for the following: 1) up to three cancellations in a calendar year due to acute illness; 2) hazardous weather conditions making it unsafe for you to get to the office.

***Please note: SMG is not able to waive this policy for other reasons that might arise including work demands, transportation difficulties, family healthcare needs, childcare coverage, change of plans, frequent illnesses requiring more than three cancellations per calendar year, etc.***

**B. Clients will forfeit their reserved regular appointment time if they:**

1. Attend less than 70% of scheduled appointments over the previous three-month period, even with adequate 48-hour cancellation notice.
2. Miss more than three consecutive sessions in a row. In the event the client will be away for more than three weeks at a time and the client wishes to retain the appointment time into the future, payment must be made for missed sessions beyond 3 weeks.
3. Unexpected loss of internet connection just before or during telemedicine visit (option to switch to phone visit will be offered before cancelling/rescheduling)

I understand and agree to this policy.

Client Name: \_\_\_\_\_ Date: \_\_\_\_\_

Client Signature: \_\_\_\_\_

Credit Card Information to be Kept on File to Pay for Late Cancellation or No Shows

Name on card: \_\_\_\_\_

Type of card: Visa or MasterCard only (circle)

Card number: 

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Expiration date: \_\_\_\_\_ CVV: \_\_\_\_\_ Billing Zip Code: \_\_\_\_\_