

## CANCELLATION AND MISSED APPOINTMENT POLICY

**Effective January 1, 2019**

A cancelled appointment hurts three people: you, your coach, and another client who could have potentially utilized your time slot. Coaching sessions are scheduled in advance and are a time reserved exclusively for our clients. When a session is cancelled without adequate notice, we are unable to fill this time slot by offering it to another current client, a client on the wait list, or a client with a clinical emergency. In addition, we are unable to bill your insurance company for sessions that are not kept.

A fee of **\$150** will be charged when you miss or cancel an appointment without giving twenty-four (24) **hours advanced notice**. This means that if an appointment is scheduled for 3:00 pm on a Tuesday, notice must be given by 3:00 pm on Monday **at the absolute latest**. You can cancel your appointment by calling, texting, or emailing your specific coach.

The **only** time we will waive this fee is in the event of serious or contagious illness or extreme weather. If you are unsure, please contact your coach for further guidance. Clients who have three or more late cancellations or missed sessions will be referred to other providers should there be indication that the pattern will continue.

Additionally, please understand that coaching should be viewed as any other important appointment would be viewed. While it is a time commitment, this is for your personal betterment and consistency is key in order to achieve this. That being said, two consecutive missed appointments without first reaching out to the coach, attempting to reschedule, or otherwise indicating clear commitment to your customized plan, can result in termination of the coaching relationship. If you miss two or more scheduled appointments within a 30 day time period without cancelling or rescheduling in accordance with cancellation policy of 24 hours' advance notice, the coaching relationship will be terminated. Your case may be reopened at any time should you so choose, however you may be placed on a waiting list if there are other clients waiting to use your time slot. This is standard practice with most coaching agencies and private practice offices.

Because your coach believes that the responsibility for your care is on both the client and the coach, we agree that if you are double-booked for an appointment, if we miss an appointment without notice or we are more than fifteen (15) minutes late for your appointment, you will receive a FREE coaching session.

Thank you for your understanding. Your coach looks forward to beginning this amazing journey alongside you!