



24 Hour Cancellation and No-Call / No-Show Policy

Effective Date: February 1, 2026

To ensure fairness, continuity of care, and efficient scheduling, the following **24 hour cancellation and No-Call / No-Show Policy** is in effect for all clients.

Definition

A **24 hour Cancellation and No-Call / No-Show** occurs when a client fails to attend a scheduled appointment **without prior notice** or communication.

Fee Policy

- Effective **February 1, 2026**, the fee for each No-Call / No-Show will be **\$30**.
- This fee is **not billable to insurance** and is the responsibility of the client.
- Payment is required prior to the next scheduled appointment.

Accumulation & Discharge

- An accumulation of **three (3) No-Call / No-Show occurrences** will result in **discharge from services**.
- Discharge may include termination from current services and ineligibility to reschedule future appointments.

Responsibility

Clients are responsible for:

- Keeping track of scheduled appointment dates and times
- Providing timely notice if unable to attend
- Ensuring accurate contact information is on file

Exceptions

Exceptions may be considered only in cases of **documented emergencies** at the discretion of management. Repeated emergency claims without documentation will not override this policy.

Acknowledgment

- ☐ By scheduling and attending services, clients acknowledge and agree to this No-Call / No-Show Policy.

Signature/Date: _____

January 28, 2026