

SMART LOVE[®]

FAMILY SERVICES

Cancellation Policy

SLFS charges **\$75.00** for all missed scheduled appointments*.

The exceptions to being charged are as follows:

- Significant illness or family emergency
- Conditions exist (e.g., severe weather) that make it impossible for you to attend
- Session occurs on a day that SLFS is closed or during a therapist's absence
- You provide your therapist with at least 24 hours' notice (*clients will be charged if they cancel less than 24 hours from the appointment time unless cancellation is due to one of the above reasons*).

It is important to note that if you do not cancel the appointment ahead of time in the above instances, you will be charged as a no show appointment.

Important Policy Information

*SLFS provides psychotherapy services that occur on a weekly basis typically at the same time. Your therapist is holding this time for you. As such, it is important that sessions are attended on a consistent basis. **If you cancel more than 4 appointments in each 6 month period, SLFS will automatically charge you the cancellation fee after the 4th cancellation regardless of the reason.**

Insurance companies do not provide reimbursement for cancelled sessions. Therefore, if you miss an appointment that does not fall under one of the exceptions listed above, you will be charged \$75.00 (e.g., not only your co-pay amount).

Your signature on the general consent form indicates that you understand the cancellation policy and agree to its terms.