



CANCELLATION & MISSED SESSION POLICIES

REDFISH COUNSELING

336.914.3038 | OFFICE@REDFISHCOUNSELING.COM

Life happens. It's a t-shirt, a bumper sticker, and just a fact. We get it.

Sometimes the unexpected takes us by surprise and forces us to switch gears on the fly.

Because of this, RFC offers a cancellation policy that takes this into account:

LATE CANCELLATIONS

Sessions cancelled **less than 48 hours in advance** are considered “Late Cancellations.”

→ Late Cancellations will have **a \$65 late cancellation fee** applied to them.

For example: calling at 2:45 pm on Monday to cancel a 2:00 pm appointment for Wednesday

MISSED SESSIONS (A.K.A., “NO-SHOWS”)

→ For "No-Show" sessions (i.e., client does not attend and has not cancelled in advance), **the full out-of-pocket service fee will be applied to the session.**

*If circumstances regarding a Late Cancellation or No-Show are extreme (e.g., illness, emergency), RFC reserves the right to waive associated fees on a case-by-case basis.

→ **After any combination of three (3) Late Cancellations and/or No-Shows, clients are required to make a \$100 session reservation deposit prior to scheduling any further appointments.** RFC may address this on a case-by-case basis. If a client is utilizing insurance to cover session costs, any difference between the \$100 reservation deposit and their copay or co-insurance payment will be refunded to them, or may be applied as a credit to any other outstanding balance.

Late Cancellation and/or No-Show fees will be billed automatically at the end of the day of the scheduled appointment. If unable to pay outstanding Late Cancellation and/or No-Show fees prior to a later appointment, clients are expected to reconcile any outstanding balance, in addition to current session fees, at the time of their next session. Failure to do so will result in clients being unable to reschedule a subsequent appointment until outstanding balances are addressed.

Clients are offered one Late Cancellation/No-Show waiver per 12-month period. This waiver can be applied to any one Late Cancelled or Missed Session of their choosing should the need arise.

RFC clients have 24/7 access to an online scheduling portal. Clients may register to receive automated appointment reminders*. Clients must opt-in for these services through their client portal, or by requesting this from RFC staff.

***Automated reminders are a courtesy service.**

Clients are ultimately responsible for maintaining their appointment dates and times, regardless of successful receipt of automated emails and/or texts.

When you schedule with us, we prepare for that time in advance so you get the very best of what we have to offer. When clients cancel last minute or no-show, that means that other folks who have been waiting to get in for that opportunity aren't able to, and everyone loses. In other words, **we invest in you** before our meeting so that you can **maximize the return on your investment in yourself!**