

# BETH A. TURNER, LCSW-R

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## NO SHOW AND CANCELLATION POLICY

### PLEASE READ FULLY AND CAREFULLY

I realize that emergencies and other scheduling conflicts arise and are sometimes unavoidable, however, advance notification allows for optimal management of time. A cancelled appointment hurts three people: you, me, and another client who could have potentially utilized the time slot. Therapy sessions are scheduled in advance and are a time reserved exclusively for you. When a session is cancelled without adequate notice, I am unable to fill the time slot by offering it to another current client, a client on the wait list, or a client with an urgent need. Please understand that therapy should be viewed the same as any other important medical appointment.

You are considered a “no show” for an appointment if you do not contact me to cancel your session in advance of the appointment.

A no show/cancellation fee will be charged when you miss or cancel an appointment without giving 24 hours advance notice. This means that if an appointment was scheduled for 3pm on Tuesday, notice must be given by 3pm on Monday at the absolute latest.

The no show/cancellation fee is a minimum charge of \$50 and a maximum charge equal to your full session fee. This means that if you pay the full session fee of \$100 and were scheduled for a two-hour appointment, then you may be charged up to \$200 for the missed session.

Fees charged for missed appointments are due prior to the start of your next session.

You can cancel your appointment by calling, texting, or emailing me.

The only time I will waive this fee is in the event of hospitalization, serious or contagious illness, or extreme weather.

A pattern of cancellations and/or two consecutive no shows without reaching out to me, attempting to reschedule, or otherwise indicating a clear commitment to treatment can result in termination of our therapeutic relationship. If this occurs, you can request to reopen your case at any time. You may be referred to other psychotherapists or placed on a waiting list if there are no openings at the time or your request. This is standard practice with most therapy agencies and private practice offices.