

Townsend Counseling Services, LLC no-show & late cancellation policy

We schedule our appointments so that each client receives the right amount of time to be seen by our clinician. That's why it is very important that you keep your scheduled appointment with us and arrive on time.

As a courtesy, and to help clients remember their scheduled appointments, Townsend Counseling sends text messages, voice recorded calls and email reminders 3 days and 1 day in advance of the appointment time.

If your schedule changes and you cannot keep your appointment, please contact us so we may reschedule you, and accommodate those clients who are waiting for an appointment. As a courtesy to our office as well as to those clients who are waiting to schedule with the counselor, please give us at least 24 hours' notice.

If you do not cancel or reschedule your appointment with at least 24 hours' notice, we may assess a **\$ 60.00** "no-show" service charge to your account. This "no-show charge" is not reimbursable by your insurance company. You will be billed directly for it.

After three consecutive no-shows to your appointment, our practice may decide to terminate its relationship with you.

I understand the "no-show" policy of Townsend Counseling Services, LLC and agree to provide a credit card number, which may be charged **\$ 60.00** for any no-show of a scheduled appointment. I understand that I must cancel or reschedule any appointment at least 24 hours in advance in order to avoid a potential no-show charge to the credit card provided.

Print: _____

Date: _____

Signature: _____