

Healthy Minds Counseling LLC

Miami Fl. 33125

Tel: (305) 520-9686/ Email: info@healthyminds.health

CANCELLATION POLICY

CANCELLATIONS AND MISSED APPOINTMENTS

The client is expected to attend each scheduled session on time. A cancelled or delayed appointment delays our work and can negatively impact other clients. Since your appointments involve the reservation of time specifically for you, and out of respect for your therapist and our other clients, a minimum of 24 hours' notice is required for rescheduling or canceling an appointment. We appreciate more than 24-hour notice, when possible, as we can then make that time available to other clients. Therefore, if you should know before the required 24-hour notice that you will not be able to attend our session, PLEASE email info@healthyminds.health so that we have time to fill your slot and can put another client in your space that may need it. The more time, the better for the therapist and other clients who are in need.

WHEN THE NO SHOW/LATE CANCEL FEE IS WAIVED

The only exception to this cancellation policy is in the event of a serious or contagious illness or emergency. We offer one grace for these purposes every six months. Work issues do not constitute emergencies. This cancellation policy also applies even if missing the appointment was an unintentional act. If both parties in a couple cannot attend, consider having one come alone instead of cancelling altogether and wasting the slot. Video sessions are paid up-front in advance of the session.

FREQUENT CANCELLATIONS OR MISSED APPOINTMENT

Frequent cancellations (3 or more in 6 months or 2 consecutive) and/or missed appointments (no show) will result in the termination of treatment. If you have arranged with your therapist to have recurring appointments, the next recurring appointment will stay in the calendar. Therefore, email info@healthyminds.health if you choose to cancel that appointment to avoid a second No Show/Late Cancel charge of \$50. The recurring appointment will be removed after the second consecutive No Show/Late Cancel.

Although Healthy Minds Counseling LLC may send you text or email reminders about upcoming appointments, this is done as a courtesy and only if you consent to receive such communications by providing us with your email address and cell number. It remains your sole responsibility to keep track of and timely attend all scheduled therapy appointments, whether or not you receive the text or email reminder.

FEES FOR NO-SHOWS & LATE CANCELLATIONS

No-Show Fees: Anytime you fail to attend a scheduled appointment without giving appropriate prior notice of cancellation, ***you will be charged \$50 for the no show session.*** The credit card information or other payment information you previously provided will be used to process this payment. By providing us with your credit card information or booking an appointment, you consent to this policy. Multiple no-shows will result in the termination of therapy.

Late Cancellation Fees: Any session that is missed by canceling less than 24 hours in advance ***will be charged a \$50 fee.*** You will be charged even if the cancellation is work related and even if you rescheduled the appointment. The credit card information you previously provided will be used to process this payment. By providing us with your credit card information or booking an appointment, you consent to this policy. Repeated late cancellations (more than two) may result in the termination of therapy. Multiple no-shows will result in the termination of therapy.

HOW 24-HOUR NOTICE WORKS

A fee of **\$50** will be charged when you miss or cancel an appointment without giving **24 hours advanced notice.** This means that if an appointment is scheduled for 3:00 pm on a Tuesday, notice must be given by 3:00 pm on Monday **at the absolute latest.** **Note that if** your appointment is on a Monday, the cancellation needs to be provided no later than the prior Friday, by your appointment time, to be considered proper 24-hour notice. You can cancel your appointment by emailing info@healthyminds.health

WAIT TIME/GRACE PERIOD

Your wait time is kept to a minimum. Due to the length of time provided for each appointment, it is critical that you arrive on time for your appointments. ***If you are more than 10 minutes late to your appointment, we will have no choice but to reschedule your appointment and you will be responsible for the \$50 fee of a no show.*** To avoid paying no show fees, we require at least twenty-four (24) hours' notice for all cancellations (as described above). Both therapist and client have a grace period of 10 minutes.

Signature of client / Print Name (client)

Date

Signature of Parent/Legal Guardian / Print Name

Date

Relation to Client

Signature of therapist

Date