



Little Birdie Professional Counseling, PLLC

Inclement Weather Policy

At Little Birdie Professional Counseling, PLLC, your safety and well-being come first. We understand that unexpected weather and life circumstances can impact your ability to attend scheduled appointments. This policy is designed to offer flexibility while also maintaining respect for the counselor's time and availability.

Extreme Weather — No Cancellation Fee

You will not be charged for a missed or canceled appointment due to *extreme weather*. Extreme weather is defined as:

- Active severe weather warnings (e.g., tornado warning, ice storm warning, winter storm warning) issued by the National Weather Service for Benton County or surrounding areas;
- Road closures or travel advisories due to hazardous conditions such as snow, ice, or flooding;
- Widespread power outages or utility disruptions affecting the clinic or your ability to travel safely;
- School or government closures due to weather-related safety concerns.

If these conditions apply on the day of your appointment, simply notify us as soon as reasonably possible and no fee will be charged for rescheduling.

General Cancellation Policy — 5 Hours' Notice

If you need to cancel or reschedule an appointment for any reason, please provide at least 5 hours' notice. There is no charge for cancellations made with sufficient notice. Appointments canceled with less than 5 hours' notice, or missed without notice, may be subject to a cancellation fee at the discretion of the counselor.

Please Note:

- Little Birdie Professional Counseling does not offer telehealth services.
- Flexibility is important, and every effort will be made to handle cancellations with understanding and fairness.
- Communication is key — the more notice you can provide, the better.