



Little Birdie Professional Counseling, PLLC

Late Cancellation & No-Show Policy

At Little Birdie Professional Counseling, we value your time and are committed to providing supportive, consistent care. In return, we ask that you help us maintain a smooth and respectful scheduling process by honoring your appointment times or providing timely notice of changes

Cancellation Policy

If you need to cancel or reschedule your appointment, please provide at least 5 hours' notice before your scheduled session.

- Cancellations with 5+ hours' notice – No charge.
- Cancellations with less than 5 hours' notice – May be subject to a late cancellation fee at counselor's discretion

No-Show Policy

A no-show is when a client misses a scheduled appointment without prior notice.

- No-shows may be charged the full session fee or a designated no-show fee, at the discretion of the counselor.
- Repeated no-shows may result in a review of the counseling relationship or scheduling options.

If you unintentionally miss an appointment, please contact the office as soon as possible. We understand that emergencies and honest mistakes happen, and we will always take circumstances into consideration.

Flexibility & Exceptions

We aim to be as understanding as possible. Fees for late cancellations or no-shows may be waived in cases of:

- Personal or family emergencies
- Sudden illness
- Extreme weather conditions (see Inclement Weather Policy)

If any of these situations arise, please notify us as soon as you're able.

Why This Policy Exists

Late cancellations and no-shows take up time that could be offered to other clients in need. This policy ensures that we can offer consistent care and minimize gaps in scheduling.