



Haven Counseling

Appointment Cancellation/No Show Agreement

Your scheduled therapy appointment time is very important to you and to your therapist. Once you make an appointment, you have “bought” that time slot and it is reserved specifically for you. A minimum of a 24 hours, business day notice, is required to cancel your appointment. This allows the appointment slot to be then freed and offered to someone else who needs it. It also permits enough time for it to be filled successfully.

- Please text anytime to cancel your appointment to the business text line (757) 707.1937. Your text will be day/time stamped once it is received to notify us if the time is within the policy or if a fee will have to be charged.
- A minimum of a 24 hours, business day notice, is required to cancel your appointment.
- A **\$75.00 appointment fee** will be charged for missed “no show” appointments
- A **\$75.00 appointment fee** will be charged for appointments cancelled the same day
- A **\$75.00 appointment fee** will be charged for less than the required 24 hours.
- Insurance companies will not pay for a missed appointment. You will be responsible to pay for the \$75 fee which will be charged using the credit card you have provided and per the signed agreement.

I agree to this policy and have received a copy of the Professional Disclosure outlining office policies and procedures of Haven Counseling.

Patient’s Signature

Date

Patient’s Printed Name

Date