



Upwards 'N' Onwards, LLC

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UPDATED CANCELLATION POLICY

Please note that as of August 1, 2022, the following policy revisions will be in effect for ALL patients:

1. If an appointment is missed/not cancelled 24 hours in advance, the patient is responsible for paying the **FULL** amount of the session (as outlined in the Professional Fees section of Informed Consent to Treatment).
2. Appointments are considered as no shows and/or late cancellations **15 minutes** after the appointment time unless you have communicated being late prior to the close of the 15 minute window. At 15 minutes, you forfeit your appointment slot and you will be billed for the appointment.
3. Patients are no longer allowed to owe payment for missed appointments or co-payments.
4. Payment for missed appointments is due the day of the missed appointment. Upwards 'N' Onwards, LLC reserves the right to cancel future appointments until fees are paid in full.

PAYMENT

All patients will have a credit card on file, which will be used to process fees associated with cancelled or rescheduled appointments (as outlined above). Please note that upon notice of changes to the appointment outside of the 24 hour window, this credit card will be automatically charged.

Acknowledgement of Updated Upwards 'N' Onwards' Cancellation Policy

By signing below, I am acknowledging that I have received, read and understood the above stated Updated Practice Policies and have discussed my questions and/or concerns. I also acknowledge that failure to comply with the above stated policies can/will terminate my services at Upwards 'N' Onwards, LLC.

Signature of Patient

Signature of Therapist

Date

Date

Signature of Patient Personal Representative

Printed Name of Patient Personal Representative

Date

Description of Personal Representative's Authority