



# Tax Services and Peacock Consulting LLC



## Appointment Policies

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At Peacock Tax Service and Consulting, our goal is to provide every client with timely, professional, and high-quality service. To maintain fairness and efficiency for all clients, the following appointment policies apply. By scheduling an appointment, you agree to these terms.

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### Scheduling & Confirmation

- Appointments can be scheduled online, by phone, or in person.
  - You will receive a confirmation and reminder via email or text.
  - Please confirm or reschedule at least **24 hours in advance**.
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### Late Arrival Policy

- Clients arriving **20 minutes late** will be charged a **\$25.00 late fee**.
  - If a client is **30 minutes late or more**, the appointment is automatically **canceled and treated as a no-call, no-show**. A **\$75.00 no-show fee** will be applied.
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### Cancellation Policy

- Appointments canceled **within 24 hours** of the scheduled time will incur a **\$50.00 cancellation fee**.
  - This fee will be **automatically charged to the card on file**. This policy serves as your notice.
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### No-Call, No-Show Policy

- Clients who fail to show up for a scheduled appointment **without any prior notice** will be charged a **\$75.00 no-show fee**.



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- This fee will be **automatically charged** to the card on file.

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### Emergency Walk-In Appointments

- Walk-in appointments are accepted **based on availability** and are not guaranteed.
- All walk-ins will incur a **\$25.00 emergency walk-in fee**.

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### Payment Authorization

By scheduling an appointment, you authorize Peacock Tax Service and Consulting to charge your card on file for any fees related to late arrivals, cancellations, no-shows, or walk-in services. No additional notice will be provided prior to the charge.

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### Professional Conduct

- Clients are expected to arrive on time, prepared with all necessary documentation.
- Abusive, disruptive, or disrespectful behavior will not be tolerated and may result in immediate termination of services without refund.

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These policies are in place to ensure a respectful, efficient, and professional experience for all clients. If you have questions or need to update your card on file, please contact our office directly.

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Customer Signature