**CROSSWAY COUNSELING**

**NOTICE OF POLICY REGARDING CANCELLATIONS OF**

**APPOINTMENTS/NO SHOWS:**

The purpose of this document is to clarify Crossway Counseling Center's policy regarding Missed Appointments (No Shows) and appointments which are cancelled without giving at least 24 hour notice. In the event that either of these situations occur, you will be charged **$65.00 (on the credit card that you have filed with us)** for each session booked on the day missed. This also includes missing your first initial appointment.

Insurance companies do not compensate therapists for missed appointments. Please understand that not only could someone else have used the time slot, but our therapists do not get compensated for that session. Because of the one-on-one nature of therapy, we cannot overbook in order to compensate for no shows and unexpected cancellations.

Many times being accountable for behavior, taking responsibility for choices, learning to think of how our behavior impacts others, or managing schedules in an organized manner are therapeutic issues for clients, and this situation provides accountability and consistency in the person's progress.

To assist you, we write your next scheduled appointment day and time at the bottom of your white receipt at checkout. We also provide notification reminders through our automatic system if you choose to use this option.

**If you must cancel or reschedule your appointment, please do so with the secretary/office administrator. Do not leave your message regarding this on your therapist's personal voice mail or through email or fax.**

**Signing this document acknowledges that you understand these terms and agree to abide by them.**

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Signature Witness

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Date Date