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**CANCELLATION POLICY**  
**EFFECTIVE JANUARY 1, 2019**

The clinicians and staff of Growth & Harmony Therapeutic Services are committed to assisting you in meeting your therapeutic goals and to supporting you in being the person you choose to be. Part of this process includes a commitment to the therapeutic process on the part of both client and therapist. Consistency in the scheduling and keeping of appointments is a necessary part of the therapeutic process.

Growth & Harmony Therapeutic Services staff will make every effort to inform you at the earliest possible time should we need to re-schedule an appointment you have made and confirmed. Please ensure that we have an accurate daytime telephone number and/or cell phone number where we can reach you should we need to reach you. We will make all reasonable efforts to contact you should an unforeseen event occur that causes us to re-schedule your appointment. Therapists reserve the right to re-schedule with clients who are more than 20 minutes late for appointments.

**Growth & Harmony Therapeutic Services enforces a strict policy of billing our clients \$50.00 cancellation fee for missed appointments.** This fee is charged to you for an appointment(s) cancelled with less than 24 hours' notice to our office. This fee is required to offset office costs incurred by Growth & Harmony Therapeutic Services when our office hours are not utilized. Please be aware you run the risk of losing a committed appointment space or desired appointment time if you incur this fee more than 3 times within a 6-month period. This is an out-of-pocket expense, meaning insurance companies will not reimburse you for missed appointments. This policy applies to ALL clients.

CLIENT NAME:

DATE: