

Cancellation/Late Policy:

We understand that unanticipated events happen occasionally in everyone's life. Business meetings, project deadlines, flight delays, car problems and illness are just a few reasons why one might consider canceling an appointment. In our desire to be effective and fair to all of our clients and out of consideration for our therapists' time, we have adopted the following policies: If you need to reschedule or cancel an appointment, we require a minimum of 24-hours notice. If you need to cancel your appointment, please call the office at (505)660-9110. If we don't answer, leave your information on our voicemail. Sorry, cancellations made via email are not accepted. We are more than willing to cancel or reschedule your appointment if you do so in a reasonable amount of time. Prepaid appointments will be transferred to credit to be used at a later date. Any refunds will be subject to a credit processing fee. Appointments made within 24 hours are automatically subject to cancellation fees. We kindly request the courtesy of giving us the following notice for cancellation or rescheduling:

24 hour advance notice is required when canceling an appointment. This allows the opportunity for someone else to schedule an appointment.

Less than 24 hours notice, 50% of the service price will be charged.

Failure to show without notice within 20 minutes of appointment, 50% of service price will be charged.

No-shows

Anyone who either forgets or consciously chooses to forgo their appointment for whatever reason will be considered a "no-show".

Arriving late

Appointment times have been arranged specifically for you. If you arrive late your session may be shortened in order to accommodate others whose appointments follow yours. Depending upon how late you arrive, your therapist will then determine if there is enough time remaining to start a treatment. Regardless of the length of the treatment actually given, **you will be responsible for the "full" session**, however we will do our best to satisfy the scheduled time.

Out of respect and consideration to your therapist and other customers, please plan accordingly and be on time.

Client _____

Date _____

