



CANCELLATION POLICY

If you find yourself in a situation where you need to cancel an appointment, we ask that you cancel any sessions at least 24 hours in advance. We understand that problems arise but want to balance our time as well. Since many of us have other clients waiting for appointments on a "cancellation list", we can give those time slots to another person in need. Without 24 hours-notice of cancellation, our staff is out the income, another client cannot be seen.

So, you will be charged half of your normal session fee for sessions that are cancelled less than 24 hours or not kept without notice. This includes forgetting sessions, sick children, traffic problems and work emergencies. We are moving to the smaller charge, instead of charging a whole session, as many other practices do. Hopefully, that will feel fair to FRG clients.

Please keep in mind that a phone session can occur with your therapist in case of bad weather, traffic or sickness. Your therapist can consider this charge under more extreme circumstances.

Thank you for your understanding as we try to make a policy that will be fair to both sides of the equation. Please talk to your therapist about any concerns you have and make sure you agree on the best way to get a hold of you therapist should you need to cancel.

Scheduling Appointments and Cancellation Policy For Teens and Young Adults

Many of our teen drivers and young adults schedule their own sessions with their therapist without their parent(s) present. If you agree to your teen scheduling their own appointment, we ask that either parent and/or teen give 24-hour notice if teen is unable to make appointment.

If client does not show or cancel within the 24-hour window there will be a charge of half of your normal session fee. Please note insurance does not cover this fee.

If a teen/young adult does not show up for two consecutive scheduled sessions, your teens therapist will reach out to the parent and going forward the parent(s) will have to schedule appointments.

By signing this form, I (we) have read the above and accept:

Parent Signature

Date

Client Signature

