

# Ascendance Therapy

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### Client Cancellation Policy Agreement

In the event of a cancellation, 24 hours advance notice is required. Clients will be charged a fee for a cancellation without proper notice or a missed ("no-show") session. This charge will not be covered by insurance and is the responsibility of the client. This fee may be covered by one of the following options:

- 1) A client that has purchased a session package, can use one of the sessions from the package to cover for the late cancellation or missed session.
- 2) Clients can pay a \$40 retainer fee up front in the form of cash or check to cover the cost of a potential late cancellation or missed session.
  - a. Unused retainer fees will be refunded to a client should the client choose to discontinue services.
  - b. Once a retainer fee is used to cover a missed session, the client will need to pay a subsequent retainer fee before scheduling further sessions.
- 3) Clients can authorize the therapist to charge a \$41 fee to a credit card of their choice in the event of a late cancellation or missed session.

Your therapist may exercise discretion in certain circumstances on a first "no-show" or improper cancellation. However, additional such instances will be billed.

Please select how you would like any potentially missed sessions to be covered:

- Package session
- \$40 retainer fee (cash or check)
- \$41 credit card charge (via Ivy Pay)

I have read the above policy and my signature below indicates that I understand and will abide by the policy.

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Printed name of client

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Client's Signature

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Date