

Aurora Family Counseling Center
CANCELLATION POLICY

A reminder of our appointment policies per your contract you signed with our Agency:

CANCELATIONS AND MISSED APPOINTMENTS:

The client is expect to attend each scheduled session. If the client plans to miss a session, the client is expected to give at least 24 hours notice.

If an appointment is missed or canceled with less than 24 hours notice, the client may be required to pay a \$50.00 last minute re-scheduling fee. Frequent cancellations (2 or more) and/or missed appointment (no show) will result in the termination of treatment.

If you miss a scheduled session and have another scheduled appointment on the books it will be automatically canceled, as we cannot hold spots after a no show occurs. You must speak with the office and see if we can reschedule after missed session is resolved. A voice mail is sufficient as they are date and time stamped.

Please be aware that we are enforcing this policy and we want to make sure you are fully aware of your agreement and policy with Aurora. We do not remind you of appointments; it is your responsibility to remember your sessions as part of your mental health treatment.

We value you as a client and hope to help you with your future endeavors; however we can only accomplish this with your obligation and consistency with treatment.

Client/Guardian Signature: _____

Date: _____