



CANCELLATION/NO-SHOW POLICY

Our goal is to provide quality mental health care to all our clients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our providers, but our other clients as well. Please be aware of our policy regarding missed appointments before making or committing to appointment times.

Appointment Cancellation

When you book your appointment, you are holding a space on our calendar that is no longer available to our other clients or to those on our waiting list. In order to be respectful of your therapists time, please call *Imara Counseling Services* as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call or email to cancel no less than 24 hours in advance. Appointments are in high demand, and your advanced notice will allow another client access to that appointment time. If appointments are not cancelled at least 24 hours in advance, a cancellation fee will be charged.

How to Cancel Your Appointment

If you need to cancel your appointment, please call us at 240-581-1501 between the hours of 9am and 7pm, if you call is not answered, please leave a message on our voicemail. Outside of those times, please send an email to your therapist or info@imaracounseling.com.

Card-on File

Effective January 1, 2020 all clients will be asked to leave a card on file in the even that a cancellation fee will be due. Cards which are stored on file can also be used for co-pays and session fees. Credit Card Authorization forms will be securely stored in client's secure electronic file.

Late Cancellations/No-Shows

A cancellation is considered late when the appointment is cancelled less than 24 hours before the appointed time. A no-show is when a client misses an appointment without cancelling. In either case, Imara Counseling will charge the client the full cost of the session as outlined in the ICS Financial Disclosure Policy. This fee will be debited from the client's card on file, and will be due before another appointment can be scheduled.

Cancellation Fees for New Clients

New first-time clients are asked to pay 50% of the session cost to secure their appointment time. In the event a new client cancels or no-shows they forfeit the deposit, and will be required to pay the remaining balance for the missed session before another appointment can be made.

By signing this statement, I acknowledge that I have received and understood the cancellation policy stipulated above.

Client Signature _____ Date _____

Legal Parent or Guardian Signature _____ Date _____