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## LATE CANCELLATION AND NO SHOW POLICY

8/1/2020

The cancellation policy is strictly enforced in order to allow LWC to serve clients who may be waiting to be seen or on a waiting list.

**Cancellation Policy:** Please give a full 24-hour notice if client needs to cancel or reschedule appointment for any reason. LWC understands things come up from time-to-time and wants clients to stay home if ill, however a fee of \$65.00 will be due at the time of the late cancellation in order to compensate the counselor for their time.

**“No-Show” Counseling appointments** will be charged a \$130.00 or \$140.00, Dr. Shepard, missed appointment fee. If client simply does not show up for the scheduled appointment, the client’s credit card on file shall be charged at the time of the missed appointment. Clients may not resume services until account is paid in full.

Please call during regular business hours Monday-Friday 10:00 AM – 5:00 PM and Saturday 9:00 AM – 2:00 PM. Cancellations made after regular business hours or on a Sunday or Holiday immediately prior to client’s scheduled appointment will be charged a Late Cancel Fee.

**Appointment Reminders:** As a courtesy LWC sends out text and email reminders 24 hours prior to client’s scheduled appointment. If client receives an appointment reminder in error, please contact LWC immediately.