

**Missed or Cancelled Appointment Policy**

Missed appointments or appointments not cancelled in an appropriate amount of time are a lost opportunity for us to help another client. We ask that you make every effort to keep your scheduled appointment and to arrive on time.

We do understand that there may be circumstances when you may be unable to keep your appointment. We ask that you give your counselor notice of cancellation or reschedule no later than 8:00 AM on the day of your appointment. It is our policy to charge a $50 fee for all missed appointments or appointments that are not cancelled and/or rescheduled within an appropriate amount of time.

If you fail to notify us by the agreed upon time, you will be required to pay for the missed appointment before you will be seen again. An invoice will be sent to you that can be mailed to us or dropped off at our office.

Thank you for your understanding.

**Important things to remember in the missed appointment process:**

* Please first notify your counselor directly if you are canceling an appointment before contacting SAFE staff.
* When contacting your counselor to cancel please leave a voice mail.
* SAFE cannot accept debit cards for missed appointments only cash or check.

I understand SAFE’s missed or canceled appointment policy and understand my responsibility to plan and cancel appointments in accordance with the above stated guidelines. I also understand that if I do not cancel within the set standard I am responsible for paying the $50 missed appointment fee before my next session.

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Client Signature Date