



Cancellation & Late Arrival Policy for Cloud Break Therapy, LLC

We here at Cloud Break Therapy, LLC understand that unanticipated events and emergencies happen occasionally in everyone's life. We also understand that the process of care can be challenging and when we hit a difficult place in the process, it may feel easier to avoid coming to your appointment. No matter the reason you may be canceling or late to your scheduled appointment we have reserved this time specifically for you. This charge is applied to cover the costs associated with the missed appointment and to compensate our providers who are compensated by insurance reimbursement. Since we are unable to bill insurance for a missed appointment, we still wish to compensate our clinical staff for their time. A missed appointment also results in the loss of your valuable time as a client and the valuable time of the resources at Cloud Break Therapy, LLC.

In our desire to be effective and fair to all clients, the following policies will be strictly enforced as of December 1, 2023:

Late Cancellation Coupon

At Cloud Break Therapy we offer an incentive of **one** late cancellation "coupon," redeemable to use for **one** session per calendar year. With this "coupon" you will be allowed to cancel with less than 24 hour notice and not be charged the **\$120 cancellation fee**. This "coupon" is **not** redeemable for no-show/missed appointments. No-show/missed appointments will automatically be charged the \$120 fee.

Less than 24 Hour Notice

A 24 hour advance notice is required when canceling an appointment. If you are unable to give your Provider a 24 hours advance notice you will be automatically charged the **\$120 cancellation fee** for your appointment. Please keep in mind that this is not billable to insurance and is paid directly out of pocket.

No Show/Late Cancellation/ Missing Paperwork for Your First Appointment

If you make an initial appointment and no/show do not cancel with a 24 hour advance notice, **you will be charged \$150 for a therapy intake appointment and \$225 for a psychiatry intake appointment.** Until this fee is paid, you will not be able to schedule another appointment with your Provider.

If your intake paperwork is not complete 24 business hours prior to your scheduled appointment, we will need to cancel your appointment. In order to reschedule your appointment, you will need to complete your registration forms prior to being scheduled.

Habitual Late Cancellations/No Shows

Your appointment slot is a dedicated time for you and your Provider. Clients that continually late cancel appointments or no show to their scheduled appointment time risk incurring large fees and halting the process of care. Therefore, if you incur **three** late cancellation/no show fees within the span of a calendar year, you will be subject to dismissal from the practice.

Late Arrival to a Scheduled Appointment

If you are running late to your session; please call, email or text your Provider with an update.

If you are more than 10 minutes late to your session, you will be subject to your appointment being canceled and the full cancellation fee of \$120.

Please feel free to address your questions or concerns with your Provider.

Cloud Break Therapy, LLC reserves the right to revise and amend these policies at any time and will provide sufficient written notice to all clients.

I have reviewed the above stated cancellation and late arrival policy. I have discussed any questions or concerns directly with my Therapist and I agree to the terms of this policy as indicated with my signature below.

Signature: _____ **Date:** _____

