



# Community Hope Christian Counseling

Helping People Find the Hope of Christ

## Cancellation Policy

Please contact our office at **616-225-8220** to cancel an appointment.

When an appointment is made, that time is carved out just for you. Your therapist prepares for your individual needs, to provide you the best care possible. If you are not able to make your appointment as scheduled, please be considerate and give us at least **48 hours** so we can contact other clients who are waiting for an appointment. A missed appointment inevitably hurts three people, you, your therapist and someone else who has been unable to get an appointment. When an appointment is missed without adequate notice, we are unable to fill the appointment by offering it to another client.

All commercial, cash pay and sliding fee scale clients will be charged a fee of **\$65.00** when an appointment is missed or canceled without giving **24 hours advance notice**. This would work as follows: if you have an appointment at 3pm on Wednesday, you would need to cancel no later than 3pm on Tuesday. We do understand that emergencies occur and at our discretion will make exceptions for true emergencies. This charge will be your responsibility. Payment will be due in full before the beginning of your next appointment. Future appointments will not be made until the Cancellation Charge has been paid in full.

If a client is late to their appointment, they will still be charged for the full session, while being seen for the remainder of their time scheduled.

### ALL CLIENTS

If you are a weekly client and you miss three (3) appointments within a three-month period, the therapist/client relationship may be terminated.

If you are a bi-weekly client and you miss three (3) appointments within a four-month period, the therapist/client relationship may be terminated.

If you are a monthly client and you miss three (3) appointments within a six-month period, the therapist/client relationship may be terminated.

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Client Signature

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Date