

Our standard cancellation policy is a 24 hour notice period, with the full rate being charged if it is less than that. We have the right to waive that fee for extraneous circumstances, with the most common outlined below:

NOTE: If there is concern you may not make it to your appointment, we honor those who contact us before the 24 hour period letting your therapist know. We will consider this notice, and allow you and your therapist to make arrangements for when the final call should be made to avoid the cancellation fee (Example, 3 hours before your appointment, or by 10am).

NO-SHOWS will always be charged a cancellation fee.

When making the decision to cancel due to extraneous circumstances, please consider this is our livelihood, and respect us in only canceling when you need to, or consider accepting the cancellation fee if it is more for comfort or preference.

Telehealth Options: If the weather does not permit you to make your appointment, however, it is still a priority or necessity for you to have a session, we now offer a HIPPA compliant telehealth platform that allows us to have video sessions at home. We believe that sessions are most effective in person, yet honor that this is not always an option. If you would like to avoid canceling your appointment, please let your therapist know within a ____ window that you would instead like to have a video session and they will assist you in setting that up (computer and private space necessary).

Sickness:

If you wake up feeling too sick to make it to the appointment, or your sickness appears to be contagious, we love it when people do not spread germs! Your therapist has the right to waive the cancellation fee if you communicate with them.

Inclement Weather Policy

Our inclement weather policy is based on a philosophy that no one should feel they have to risk life and limb to avoid a cancellation fee or make it to work. Therefore, if we do not feel our staff can drive safely, we will call and/or e-mail you and ask to reschedule. If you do not receive an email or call, assume your therapist will be available to meet.

In addition, because some of our therapist travel some distance to the office location, if most of their clients cancel, they may choose to cancel the day to avoid long commutes for 1 client. If this happens, they will make every effort to reschedule within the next couples of days. They may also ask if you are able to be flexible and move your appointment if the mid-day clients cancel (thus having a 10am and an 8pm...) Please show respect for our therapist, and do not use weather to avoid a cancellation fee to play! If it is snowing and you chose to drive to the pass to play, we completely get this, but please accept the cancellation fee and go have fun!

Snow: If it snows within the 24 hour notice period, and you do not feel it will be safe to drive, please contact your therapist by 10am (or two hours before your appointment if it is before 10am) to notify them you will not be able to make it. If you communicate with us about the possibility of needing to cancel prior to 24 hours, or before the 10am window, we take this as notice and will not charge if you have to cancel closer to the appointment. Your therapist may ask you to make a decision by a particular time so they can make plans for their day. If it snows throughout the day, please contact your therapist as soon as you can regarding whether you feel you can make it safely or not. **No shows will always be charged the full rate!**

If it snowed outside of the 24 hour period, and more snow does not accumulate within the 24 hour notice period, the cancellation fee still applies. If you are concerned your driveway will not be better by the next day, contact us to let us know as stated above. We feel if it is old snow, you should have the foresight to let us know your situation.

Windstorms/Power-Outage We live in a state with lots of trees! Sometimes those trees fall over roads. If this is the case, and you cannot make it to the office, please contact your therapist and the cancellation fee can be waived.

If the power goes out, we have battery operated lights, and we will still meet. If you need to cancel to take care of your family or home, please contact your therapist ASAP. Again, please try to make the effort to make the appointment, or accept the cancellation fee if it is not a necessity to cancel. This is our lively hood, and we want to honor those we work with and be flexible.