



## **No-Show, Late, & Cancellation Policy**

Our goal is to provide a quality, individualized & respectful therapy service to our clients. Late cancellations and No Shows, includes arriving late, create inconvenience for our other clients and prevent scheduling of other clients in need of therapy. We understand situations arise when you may need to cancel your appointment and we appreciate advance notice when that happens. This helps us be respectful of other clients' needs and enables us to give the appointment time to clients who needs to see us.

Please be aware of our policy regarding missed appointments

### **Cancelling an Appointment**

When you book your appointment, you are holding a space on our calendar that is no longer available to our other clients. In order to be respectful of your fellow clients, please message us as soon as you know you will not be able to make your appointment. Appointments are in high demand, and your advanced notice will allow another client access to that appointment time.

If cancellation is necessary, we require that you message us at least 24 hours in advance Cancellations made less than 24 hours before an appointment will be subject to the cancellation fee of R 250.

If Tiqvah Narrative Therapy cancels an appointment with less than 24 hours' notice, a new time will be scheduled without any cost.

### **No Shows**

Patients who do not show up for their appointment without a message to cancel are considered a No Show and the full amount will be charged.

Thank you for your understanding.

We appreciate being able to care for you. We understand there can be special unavoidable circumstances which may cause you to cancel with short notice. Please let us know if this happens. In these instances, the fee may be waived.

Client: Signed \_\_\_\_\_ Name & Surname \_\_\_\_\_

Parent: Signed \_\_\_\_\_ Name & Surname \_\_\_\_\_

Date: \_\_\_\_\_

*A safe space to find your voice*