

Basalt Counseling Services, LLC

Bridget Curran, MBA, NCC, LMHCA

7 S Howard Street, Suite 214, Spokane, WA 99201

509.433.7557 / bridget@basaltcounselingservices.com

Cancellation, No Show, and Reschedule Policy

Appointment cancellations and requests to reschedule require a minimum 24-hour notice.

Counseling is about growth and learning skills that include self-care, accountability, strengthening relationships, practicing mutual respect, and building community. I know life can be hectic and last-minute things arise! However, frequent cancellations, late cancellations, last minute requests to reschedule and no-shows not only impact your progress in your therapeutic work, they also take appointments away from other clients and impact my ability to run a healthy sustainable counseling practice.

Attendance

If you are going to be late, **please call or text me**. I understand things can happen - if you're running late, just send a quick message if you can. I'm always happy to wait if I know you're on your way.

If you are **more than 10 minutes late** to your session and I haven't heard from you, I will assume you are not coming. At that point, the session will be **considered cancelled** and may not be able to be made up. This helps with time management and protects the integrity of the therapeutic relationship.

FREQUENT CANCELLATIONS

Frequent cancellations (more than 4 per year) will result in the loss of your recurrent appointment time.

If the need to frequently cancel recurring therapy appointments arises (more than 4 per year), please let me know as soon as possible so that we can discuss alternative scheduling options such as less frequent appointments, a pause in therapy, or exploring referrals to other providers who may be a better fit for your scheduling needs.

LATE CANCELLATION / NO SHOW FEES

If you cancel or request to reschedule with less than 24-hour advance notice, or fail to show up for a scheduled appointment, you will be charged your full session fee for that session.

NOTE! If you are unable to provide 24-hour advance notice, you always have the option to switch to a telehealth session to avoid cancellation fees. Switching to telehealth can even be done last minute! *(Please note, you must have a private space and be located in Washington for a telehealth session).*

If you are feeling unsure if you will be able to make your scheduled appointment, it's better to plan ahead and reschedule with 24-hour advance notice than to make a last-minute appointment change. To help support you in managing your appointments, I offer automated appointment reminders via text and email. If you are not receiving your appointment reminders, please let me know so that we can address it promptly.

Acknowledgement of Receipt of Cancellation, No Show, and Reschedule Policy

BY SIGNING BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE TERMS CONTAINED IN THIS DOCUMENT.

Client Signature

Date