

# Wellness & Courage Late Cancellation / No Show Policy

## WELLNESS AND COURAGE, LLC

FAYETTEVILLE- 112 W Center Street, Suite 201 72701

FARMINGTON- 18 E Main Street 72730

BENTONVILLE- 1116 S Walton Blvd, Suite 201 72712

### LATE CANCELLATION/NO SHOW POLICY:

If you are unable to keep an appointment, please call or text your therapist (*they will provide their direct number during the initial assessment*), as soon as possible. If an appointment is missed or cancelled without 24 hour notice, you will be subject to a \$100 late cancellation/no show fee. This fee will be automatically pulled from the card that's on file. If you miss 2 consecutive sessions without contacting our office, it will be assumed that you are no longer interested in services and you will be removed from the schedule.

*Sessions will not be rescheduled until the fee is paid in full.*

### SESSION POLICY:

Session rates vary, depending on the service rendered. All sessions are 53 minutes long. In the event that you are late for a session, your session time will not run over, in order to respect the session times of other clients. However, you will be charged for the full session price. If you are more than 10 minutes late with no communication to your therapist, your session will be considered a no show.

### RELEASE AND PROMISE TO PAY POLICY:

I hereby authorize payment to Wellness & Courage of any benefits for charges incurred in connection with the service(s) rendered. I understand that I am financially responsible to Wellness & Courage for all charges not covered by this authorization and promise to pay them. I agree that, in the event that collection of this account has to be assigned to an attorney or collection agency, that I, the patient, will be responsible for the cost of the collection and/or reasonable attorney's fees. I also understand that all payments will be automatically pulled from the card on file, including patient financial responsibility for sessions and cancellation/no show fees. Failure to pay past due balances (including no show and/or late cancel fees) will result in denial to schedule future appointments.

**BY CLICKING ON THE CHECKBOX BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.**