



Cancelation Policy – Renewed Pathways Counselling and Consulting

Life is often busy or unpredictable, so it's understandable that there are times and/or circumstances that require you to miss or cancel your therapy appointment. Your appointment time is reserved specifically for you. A late cancellation or a missed visit leaves a hole in the therapist's schedule that could have been filled by another client. Filling a spot requires more than just simply calling the next person.

In keeping with conventional practice and policy of other professional counselling and healthcare agencies, the client is expected to pay the full session fee where **24 hours notice** of cancellation is not given.

The client will provide the therapist with Visa or MasterCard information at the intake or first appointment, and this information will be used to bill the client where **24 hours** cancellation is not given. The therapist will endeavor to contact the client prior to charging the cancellation fee.

Please note that receipts cannot be submitted to insurance providers unless the appointment has been attended and delivered. The receipt will reflect a No Show for any cancellation outside of this policy.

This policy is not meant to be punitive, and instead reflects the impact that cancellations have on both clients and therapist.