



**CONSCIOUS
HEALING**
AWAKENING YOUR TRUE POTENTIAL

No Show and Late Cancellation Policy

We kindly request that you provide at least **24 hours notice** by phone or email to your primary clinician if you need to cancel or reschedule your appointment or are not able to attend group. This includes IOP appointments and groups. Failure to do so will result in a no-show fee of \$50 for each missed individual and/or group session. This fee may be waived if the absence is excused. Please see our Attendance Policy for further information regarding excused and unexcused absences. Future appointments cannot be scheduled/attended until this fee has been paid.

Please note the following:

1. **Late Cancellation:** If you need to cancel or reschedule your appointment, please notify us at least 24 hours in advance. This allows us to accommodate other clients. If proper notice is not provided, a \$50 fee will be charged to the card on file.
2. **Late Arrival:** Arriving more than 10 minutes after your scheduled appointment time does not allow our clinicians sufficient time to conduct your scheduled appointment, and as such it falls under the “late cancellation” policy and will result in a \$50 charge to the card on file. The same policy applies to group attendance, as it is disruptive to the group to enter after the 10-minute window.
 - a. Arriving without sufficient time to check in before the 10-minute window for late arrivals may result in being unable to attend your group or individual appointment. This falls under the “late cancellation” policy and will result in a \$50 charge to the card on file. Please see our Drug Screen policy for additional details on the daily requirements.
3. **No-Show:** If you fail to show up for your appointment without any prior notice, a fee of \$50 will be charged to the card on file.

If you need to cancel or reschedule your assessment, please provide at least **48 hours notice** of your scheduled appointment time. Assessments may be rescheduled one time at no cost if done with the proper notice window. All assessment cancellations or rescheduling must be done by phone at 540-402-1199.

Individuals who must cancel or reschedule their assessments inside of the 48-hour window of their scheduled assessment time will be required to provide advance payment for the assessment to secure their new appointment time. Individuals who cancel or reschedule their assessments more than one time must make an advance payment for their assessment at each time of rescheduling. This payment is non-refundable and will be applied to the cost of the assessment or held as a no-show/late cancellation fee. If the assessment needs to be canceled or rescheduled again, a new payment must be made to secure a new appointment time. Conscious Healing may decline to reschedule assessments if they are canceled or rescheduled more than three times.

By scheduling an appointment or assessment with us, you acknowledge and agree to our no-show fee policy.