



## APPOINTMENT AND CANCELLATION POLICY

**REFINE COUNSELING** is dedicated to providing you with the best care and service possible.

The time scheduled for your appointment is specifically reserved for you on our schedule to the exclusion of others. Please notify your counselor or **REFINE COUNSELING'S** Schedule Administrator *within 24 hours* of your appointment if you are not able to meet at your scheduled time. Please be sure and leave us **your name and counselor's name** if you send a cancellation notice via text or voicemail.

When sufficient notice is not given to cancel, or change a reserved appointment, the following policy will be administered:

A "No-Show" is defined as missing a scheduled counseling appointment with **NO PRIOR**

notification directly to the counselor or **REFINE COUNSELING'S** Schedule Administrator via phone or text within 24 hours except in cases of extreme emergency.

**REFINE COUNSELING'S** late cancellation (outside of a 24-hour notice) and no-show fee up to the cost of a full counseling session.

All late/ no show fees must be paid in full before scheduling or confirming your next appointment.

I have read and fully understand **REFINE COUNSELING'S** Appointment and Cancellation Policy.

---

Client Signature

---

Date

To Cancel or Reschedule an Appointment

You may call or text us at

**\*Please Be Sure To Let Us Know Your Name And The Name Of Your Counselor**

**833-2REFINE (833-273-3463)**