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Counseling Cancellation Policy

Please attend all sessions on time. If you, the client, are late, the session will end at its originally scheduled time.

Should you, the client, wish to cancel a session within 8 business hours of your scheduled appointment, you are responsible for payment of that session in the amount of \$_____. We do not answer client communications after 9pm or before 6am as these are our set business hours. All cancellations within 8 hours of your session must be made according to your counselor's preference: TEXT/PHONE/EMAIL. If you have not received a confirmation of your cancellation notice, assume that we have not received it and you will still be charged for the session.

We will do our best to reschedule any sessions cancelled within the 8-hour window. If an available time is found within the next 7 days, or before your next scheduled appointment, you will not be charged for the cancelled session. We are unable to reschedule a previously rescheduled appointment and you, the client, will be charged at full cancellation cost for a rescheduled session that is then cancelled, whether within 8 hours of the rescheduled session or not.

We do not reschedule sessions that are cancelled within 1 hour of your scheduled appointment time. If you cancel within one hour of your scheduled appointment, you will be charged for the cancelled session, even if you are able to schedule within the next 7 days or before your next appointment day.

If you, the client, show up 15 minutes later than the scheduled appointment time without informing the counselor of your tardiness, you will be considered a no show and charged full cancellation cost for the missed appointment.

Please initial next to all paragraphs that you have read and understand the cancellation policy, then sign below that you agree to these terms of cancellation.

Client Signature

Date

Counselor's Signature