



## **CANCELLATION POLICY**

In order to confirm any initial appointment, all clients are required to make payment ahead of time. Our cancellation policy states that **pre-payment or deposits for any initial visit are non-refundable** (*no exceptions*). This rate varies with regard to the psychologist or psychotherapist you will be seeing from our team and is discussed with you before collecting any payments.

In addition, our cancellation policy states that we require a **48-business hour notice in advance** to cancel an appointment without any fee's (*weekends are not included*). Our business hours are considered to be **Monday - Thursday from 8:00 AM - 8:00 PM and Friday from 8:00 AM – 7:00 PM. To cancel an appointment on Monday, we need to hear from you no later than 8:00 AM on the previous Thursday.**

If you do not show up for your appointment or give us a 48-business hour notice, you are responsible for your full session's rate.

The undersigned agrees and authorizes Lotus Counseling Center to charge my credit card for any and all unpaid balances remaining outstanding for more than thirty (30) days as well as any scheduled appointments that have been cancelled, or broken, without a 48-business hour notice.

Please complete the attached Credit Card Payment Authorization Form.

**I have read, understand, and agree with the entire contents of this form:**

\_\_\_\_\_  
**Printed Name of Client**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signature of Client, Parent or Guardian**  
*(if the patient is under 18 years old)*

\_\_\_\_\_  
**Date**