



Late Cancellation, No-Show, and Tardy Policy Agreement

At Lighthouse Counseling and Psychotherapy LLC, our goal is to provide timely and consistent care to all of our clients. To support this, we have established the following policies regarding cancellations, missed appointments, and late arrivals. Please review the information below and sign to acknowledge your understanding and agreement.

Late Cancellation Policy

We require **at least 24 hours' notice** for canceling or rescheduling an appointment.

- Cancellations made **less than 24 hours in advance** will be considered a **Late Cancellation**.
- A **Late Cancellation Fee of \$150 for Individual Sessions or \$165 for Couples/Family Sessions** will be charged to the card on file.
- This fee is not billable to insurance and must be paid before scheduling future appointments.

No-Show Policy

A **No-Show** is defined as missing a scheduled appointment **without notifying the office** before the start time.

- A **No-Show Fee of \$150 for Individual Sessions or \$165 for Couples/Family Sessions** will be charged to the card on file.
- Two or more no-shows may result in a reevaluation of your ability to remain in treatment at our practice. You may be subject to loss of weekly scheduled appointments and/or be required to call in the week of and take available, non reserved space.

First-Time Waiver

*As a courtesy, our office will waive the **fee for the first late cancellation or no-show**.*

The client will receive a notification after this first occurrence, reminding them of the policy and informing them that **future instances will be charged** in accordance with this policy.

We understand that emergencies happen, and will review extenuating circumstances on a case-by-case basis. Please reach out directly if you believe your situation qualifies.



Tardy Policy

Clients are expected to arrive on time for their scheduled appointments.

- **You become Tardy for your appointment starting at 8 minutes past your appointment start time. You will be charged \$2.50 per minute (when a therapist has to adjust their billable time with insurance, it costs them upwards of \$30+ per hour in lost revenue). Your time will NOT be extended into the next client's appointment time. Sessions are considered a NO SHOW and will be charged accordingly for any clients that are more than 15 minutes late. The session will need to be rescheduled.**
- Frequent lateness may result in scheduling restrictions or treatment reevaluation.

If you're running late, please call the office as soon as possible to let us know. Please note that notifying the office does not excuse this tardy fee.

Acknowledgment and Signature

By signing below, I acknowledge that I have read, understood, and agree to abide by Lighthouse Counseling and Psychotherapy LLC's Late Cancellation, No-Show, and Tardy Policy. I understand that these fees are not covered by insurance and will be charged to the payment method on file. Next sessions post one of the above instances may not occur until payment is rendered.

Client Name (Printed): _____

Client Signature: _____

Date: _____

Parent/Guardian Signature (if minor): _____

Date: _____