

Cancellation Policy

Psychologist:

As a courtesy to other clients needing appointments who are on our waiting list, it is appreciated if you could let us know as soon as possible if you need to reschedule or cancel your appointment. When appointments are made, this time is reserved especially for you, and therefore a cancellation policy is in place, which is as follows: As a courtesy to other clients needing appointments who are on our waiting list, it is appreciated if you could let us know as soon as possible if you need to reschedule or cancel your appointment. When appointments are made, this time is reserved especially for you, and therefore a cancellation policy is in place, which is as follows:

* 24 hours notice is required for appointments that are cancelled or postponed. This is to allow the time to offer the appointment to another client who may be on a cancellation list waiting for an appointment.

Sometimes Clients are unable to keep an appointment because of sudden illness or an unexpected personal emergency. If this happens to you, please contact us as soon as possible to explain the problem and we will usually waive this fee. If you do not keep an appointment and don't advise us, we may need to charge for the missed appointment time.

You can call our office anytime, even if it is after-hours and you can always leave a message. If you are asking us to waive your fee for a broken appointment because you were ill, we may ask you to provide us with a medical certificate. We regret this inconvenience and generally we find very few Clients abuse this offer.

In fairness to the clients waiting to receive treatment from our office, if you miss 3 appointment in a row your time slot will be given to someone on the waiting list and you will need to go back on the waiting list.

Yoga or Cognitive Rehabilitation Therapy:

* 24 hours notice is required for appointments that are cancelled or postponed.

We are required to pay the yoga teacher and cognitive therapist if 24 hours notice is not provided, therefore we must invoice for these appointments. They will be invoiced to your insurer as "no show / late cancellation" appointments. In the event that the insurer refuses payment for these services, we will need to discuss how this be paid (i.e, direct pay, promissary note, payment plan).