

Hope Performance Systems LLC

No Show and Cancellation Policy

I understand that I am responsible for keeping track of my appointment times and dates.

I understand that I am responsible for contacting Hope Performance Systems LLC if I need to cancel or change an appointment time for any reason.

I understand that although Hope Performance Systems, LLC does provide **“A Courtesy Reminder”** the day before the client is scheduled to be seen; ultimately it is the clients’ responsibility to know when they are scheduled.

- You must contact us 24 hours in advance to cancel your appointment.
- If you cancel the same day or do not show up to your appointment then you may be charged a \$25.00 fee.
- When the office is closed there is a voicemail set up for you to leave a message.
- If an emergency happens that is outside of your control that prevents you from appearing at your appointment at the scheduled time you can request the fee to be waived through your counselor.

Excessive no shows or cancellations may result in termination of services.

---- NO SHOW/CANCELLATION FEES ARE NON-REFUNDABLE----

Patient Name: _____

Patient/Guardian Signature: _____

Date: _____

Witness Name: _____

Witness Signature: _____

Date: _____