

# Cancellation Policy

At Encompass, we believe that successful counseling derives from the commitment of both therapist and client. To make our commitment clear, we have outlined our cancellation policy below. We recognize that our clients can live busy, hectic lives and that cancellations will happen, but to protect our therapist's time and respect the needs of all clients who come to Encompass for counseling, we ask that clients be considerate of our policy when cancelling sessions.

Cancellations can be made by either phone or email.

Phone: 605-275-0009 Option 1

Email: info@SiouxFallsCounseling.com

**We request that cancellations be made at least 24 hours in advance when possible, to avoid any cancellation penalties.**

## Cancellation Penalties

A late cancellation penalty will occur when a session is cancelled **within 4-hours of the time of session**. Cancellations made prior to the 4-hour time window are not subject to any penalty. Encompass doesn't charge a financial penalty for late cancellations or no-shows, but we do have certain policies in place when a penalty has occurred.

### First no-show / late cancellation

On your first no-show / late cancellation (cancel within the 4-hour window), there is no penalty associated. Encompass will contact you about your no-show to remind you of the missed appointment. Additionally, we will follow up to reschedule or verify the next scheduled appointment.

### Second no-show / late cancellation

The penalties for your second no-show or late cancellation differ. If you have a recurring appointment time, the second late cancellation will result in forfeiting your reserved time slot. This time slot will become available to all other clients seen by your therapist. Time slots most coveted are those 3pm or later. After two late cancels, the client will only be able to retain their current time slot with the therapist's approval. It is the client's responsibility to get approval from their therapist.

The second no-show will result in your status with Encompass going inactive. You will be contacted by Encompass to notify you of this change in client status. All future appointments will be removed from the calendar. Clients may continue therapy with their therapist but need approval directly from their therapist.

### Third no-show / late cancellation

For the third no-show and late cancellation, client will be made inactive. All future appointments will be removed from the schedule.

### Exception

If you have an appointment scheduled between 9 am – 12 pm. You may call between the hours of 8 am – 9 am without risk of a cancellation penalty. This policy respects the fact that you may wake up sick less than 4 hours before your scheduled session.