



RENAISSANCE COUNSELING LLC

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Cancellation Policy

When you schedule an appointment, that time slot is reserved exclusively for you, and cannot be given to any other client. A cancelled session slot is rarely able to be filled without adequate notification. Therefore:

- If at least 24 hours' notice is not provided for a cancellation; or if there is a no-show to a session, there will be a late-cancellation fee of \$85, with the exception of a sudden severe weather event; during which travel is not advised by local authorities, or a sudden and serious medical emergency involving yourself or a close family member.
- The credit/debit card in your file will be charged for the cost of the late-cancellation fee. You will be provided with a receipt of payment either at your next session, or via a HIPAA compliant, encrypted email program. In addition, please be aware that insurance companies do not typically reimburse for any fees associated with missed or late-cancelled appointments.
- Automatic text message/voicemail appointment reminders; which do not identify you or the address/nature of your appointment, will be provided for your convenience. If you do not wish to get these reminders, you may opt out.

Late Arrivals

- If you arrive to your session late, you will still be accountable for the full session cost, and your session will still need to end on time. Therefore, please be sure to take traffic into account when scheduling session times and planning your route. If you are running late, please call to indicate that you are on your way.
 - In the event of late arrival, you'll be provided with a receipt for out-of-network-insurance reimbursement only for the face-to-face time you were in the session, as insurance only reimburses for face-to-face time spent in the office.
- If I am running late for some reason, I will contact you to let you know and will reduce your session fee by my hourly rate to accommodate any lost time. If I expect to be more than 10 minutes late, I will reschedule your full session with 25% off the fee. These instances are very unlikely to occur. However, in the rare instance that they do, I will do my best to accommodate rescheduling your session as soon as possible, ideally within the same week.

Cancelling Sessions

- If you wish to cancel your session, please call the office at 973-866-5552 and leave a voicemail at any time 24/7. Please do not send an email or text message to cancel. Voicemail is checked multiple times per day during business hours.

Rescheduling Sessions

- If you have given 24 hours' cancellation notice; or cancelled due to a true emergency (as defined above), it may be possible for you to be rescheduled within the same week, though this is not guaranteed. Please include your availability for the rest of the week in your cancellation message, and I will try to get back to you as soon as possible to let you know if your session can be rescheduled. Please note that this may require some flexibility on your part in terms of session times and days.
- No-shows and non-emergency cancellations; with less than 24 hours' notice will likely not be able to be rescheduled in the same week and if so, you will be responsible for the late-cancellation fee indicated above.

Repeated Cancellations and Possible Termination

Psychotherapy/counseling requires continuity between sessions and too many cancellations can disrupt the quality of your treatment. In some cases, people find that they need to attend to other immediate concerns; such as pressing family or health matters, and return to treatment later. This can sometimes be the best option. Therefore; if repeated cancellations occur, your reasons for this; and whether you are able to commit to ongoing therapy at this time, will need to be discussed. Termination of treatment may occur if consistency in attendance cannot be maintained at this time.

By signing below, I acknowledge that I have read and understand this **Cancellation Policy**

Date: _____

Client's Signature

Date of Birth: _____

Printed Name