**Cancelation Policy**

Please read through carefully

**24 Hour No Show/Late Cancel Charge Policy**

The scheduling of an appointment involves the reservation of time set aside for you, a minimum of 24 hours notice is required for rescheduling or cancellation of an appointment.

If for any reason a session is canceled less than 24 hours prior, your full fee or full contracted insurance rate will be charged(if your therapist accepts your insurance). You may also inquire whether there is an option to meet virtually if you’re unable to attend an in-person session.

A cancelled appointment hurts three people: you, your therapist, and another client who could have potentially used your time slot. Therapy sessions are scheduled in advance and are a time reserved exclusively for our clients.

When a session is cancelled without adequate notice, we are unable to fill this time slot by offering it to another current client, a client on the wait list, or a client with a clinical emergency.

**To Cancel Your Appointment Adequately**

You can cancel your appointment by calling, texting, or emailing your specific therapist. Any method is fine as long as there is a time stamp that states it’s 24 hours prior.

Although Ventura Therapy Collective may send you text or email reminders about upcoming appointments, this is done as a courtesy and only if you consent to receive such communications by providing us with your email address and cell number. It remains your sole responsibility to keep track of and timely attend all scheduled therapy appointments, whether or not you receive the text or email reminder. It is your responsibility to inform your therapist if your phone number or email has changed.

**When The No Show/Late Cancel Fee Is Waived**

We do understand that emergencies happen and that is why we allow one grace where less than 24 hour notice is allowed for a cancellation. The grace is offered once every six months.

In the event of prohibitive weather, we can conduct the session on the phone or video (individual counseling). If both parties in a couple cannot attend, consider having one come alone instead of cancelling altogether and wasting the slot.

**Frequent Cancellations or Missed Appointments**

If you are a **weekly client** and you miss **three** scheduled appointments within a **three**-month time period, the therapeutic relationship may be terminated and appropriate referrals to other practices will be offered.

If you are a **bi-weekly** client and you miss **two** scheduled appointments in a **two**-month period, the therapeutic relationship may be terminated and appropriate referrals to other practices will be offered.

If you have arranged with your therapist to have recurring appointments, the next recurring appointment will stay in the calendar. Therefore, please contact your therapist if you choose to cancel that appointment to avoid a second No Show/Late Cancel charge. The recurring appointment will be removed after the second consecutive No Show/Late Cancel.

If you are a weekly client and feel that you are not able to continue with weekly sessions, you can discuss bi-weekly sessions or stand-by sessions with your therapist. This is dependent on your individual therapist’s availability. Stand-by sessions (openings when another client has canceled or if your therapist has an extra opening) are not guaranteed.

**Medi-Cal or Medicare Clients**

Please note that the fees described in this policy cannot be applied for clients with Medicare or Medi-Cal insurance. Your therapist cannot charge you or your insurance for missed sessions or late cancellations. Because of this, three or more late cancellations for Medi-Cal or Medicare clients within a three-month period will result in immediate discharge and referral elsewhere. Clients who are unsure if they can commit to therapy weekly or bi-weekly should seek services elsewhere.

**Termination**

Please understand that therapy should be viewed as any other important medical appointment would be viewed. While it is a time commitment, this is for your personal betterment and consistency is key in order to achieve this. If the therapeutic relationship is terminated pursuant to this policy, your case may be reopened at any time should you so choose. However, you may be placed on a waiting list if there are other clients waiting to use your time slot. This is standard practice with most therapy agencies and private practice offices.

**Thank You!**

We value you as a client and hope to help you with your future endeavors; however, we can only accomplish this with your understanding of your obligations set forth in this policy and consistency with treatment. Thank you for your understanding. Your therapist looks forward to beginning this therapeutic journey alongside you.

-Ventura Therapy Collective