



FINDING | FORTITUDE | COUNSELING

August 1, 2017

Due to an increase in same-day/late-cancels cancellations, within less than the **24** hour timeframe, prior to appointment times, FFC is finding it necessary to request a bank card be on file for a late cancel charge, which will be a minimum \$50.00 charge, up to a full standard session charge of \$110-\$150, primarily for late-cancels or missed appointments (no-shows). Increases in late-cancels and missed appointments, negatively affect the longevity of the business, as well as decrease potentially willing clients the opportunity to be seen as soon as possible.

To avoid this charge, PLEASE call at least **24** hours advance when necessary to cancel your appointment and to reschedule, if desired.

**As long as the notification is at any time, the day before the scheduled appointment, I honor the cancellation with no charge.

Thank you for your cooperation, as I strive to devote 100% for all clients.

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