

Appointment Rescheduling Policy

Please note that there is a non-negotiable 24 hour notice cancellation/rescheduling policy.

Please **telephone or text 847 791-7722** as soon as you know you need to reschedule, at least **24 hours** before **Tuesday to Friday** appointments and before **end of the business day Friday** for changes to **Monday** appointments if possible, as I would like to only take emergency calls at the weekend.

Please do not email changes in case I have not had time to check my emails.

There is a 24 hour notice cancellation policy. If you cancel a scheduled appointment with less than 24 hour notice, I typically cannot use this time for another client and you will be charged a cancellation fee.

Less than 24 hours but before 8am the day of the appointment \$50.

After 8am the day of the appointment \$145.

Missed appointments without any prior notice \$145.

In the case of illness I will try to reschedule for later in the week or do a telephone session rather than charge a cancellation fee. Please call either the night before or before 8am of the day of the appointment to notify of serious illness.

Missed appointments (no-show) without any prior notice are charged at the **full fee**. Missed appointments cannot be submitted to insurance.

I am happy to do a telephone session if it is difficult to get to the office, but please let me know by **8am** on the day of the session if we are switching to a telephone session.