

August 8, 2022

Dear Life Resources' Clients,

We hope all is well with you and your family and you've had a great summer. As you may know our practice has experienced a tremendous amount of growth since the beginning of the pandemic. We have tried our best to diligently meet the needs of our current clients as well as potential clients. To continue do so, we wanted to send a friendly reminder and further clarification of our Cancellation and No-Show Policy:

- **Cancellation 24 hours or greater before the appointment:**

If you call and cancel your session 24 hours or greater before your appointment there is no charge.

- **Cancellation under 24 hours before the appointment:**

If you cancel in the period under 24 hours, the late cancellation fee for all clients is \$ 50.00 (\$75 for Ph.D. therapists). If you can reschedule within the week there is no charge. Repeated cancellations will incur a full session fee or termination of services. Insurance does not pay for no show or canceled appointment, so this rate includes insurance and partnerships.

- **No show – in touch with our office:**

If you forget or cannot be present when our staff calls for lateness, the charge will be \$50.00 for the first time, then the full session rate thereafter. Repeated cancellations will incur a full session fee or termination of services. Insurance does not pay for no show or canceled appointment, so this rate includes insurance and partnerships.

- **No show – no response from the client:**

You will be charged the full session rate. See the [Fee Structure](#) for reference. Insurance does not pay for no show or canceled appointment, so this rate includes insurance and partnerships.

- **Cancellation due to sickness or emergency:**

You will not be charged.

In closing, please keep in mind that by giving us a 24-hour notice, our client care team will be able to ***provide the session to a client in distress or a new client on our therapists' waiting list***. If you have any questions or concerns, please email us at admin@myliferesources.org.

Sincerely,

The Life Resources' Team