

Cancellation/No-Show Policy

In order to benefit most from your time at NeuroHope and to be fair to clients on our growing waitlist, **we have strict cancellation and no-show policies in place.**

Cancellation Policy

To best accommodate your needs, we schedule appointments 90-days in advance. Private-pay clients must pre-pay for at least 4 scheduled visits at a time to be eligible for discounts. However, pre-payment for all booked appointments is not necessary.

- Appointments within each 90-day window may be rescheduled (if available) or cancelled with an advance notice of one week.
- After 3 cancellations **without** an advance notice of one week, we will have a conversation with you to determine if there is a better way to plan your program, and you may be removed from the schedule.
- We understand that sometimes unforeseen circumstances may arise due to weather or illness. These factors are taken into account.

No-Show Policy

If you fail to show up to an appointment without informing us, you will be charged \$50.00. **After two no-shows, you will be taken off the schedule.** If you would like to remain a NeuroHope client, you will be placed on our waitlist for a future opening.

Thank you for understanding! We are honored you have chosen to participate in our program, and we are devoted to help you meet your goals.

Subject Name (Printed)

Date

Subject Signature

Date

Caregiver/Power of Attorney Name (Printed)

Date

Caregiver/Power of Attorney Signature

Date