



Center for Family Development
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No Show and Late Cancellation Policy and Fees *Effective June 1, 2024*

The Center for Family Development (CFFD) is committed to providing exceptional care and ensuring the best experience for you. To respect the time of our clients and therapists, we have updated our policy for missed appointments and late cancellations without 48 hours notice.

1. **Cancellation Notice:** Clients must provide a minimum of 48 hours notice for any appointment cancellations or rescheduling requests. This allows us to offer the appointment slot to another client in need of services. You will receive a text and email reminder for your appointment two days before. Please call the office to cancel.
2. **No Show and Late Cancellation Fee:** Failing to provide 48 hours notice for appointment cancellations, or failing to attend a scheduled appointment without 48 hours notice, will result in **a fee of \$100**. This fee is non-negotiable and reflects a reduced rate from our regular session rate of \$180. CFFD does not profit from cancellation fees.
3. **Insurance Coverage:** Insurance companies do not cover fees associated with missed appointments or late cancellations. Clients are responsible for covering the full cost.
4. **Payment Process:** The fee for missed appointments or late cancellations will be charged directly to the client's preferred payment method on file. If the payment is not automatically charged, the payment is due within 28 days.
5. **Therapy Discontinuation:** After three instances of no shows and/or late cancellations, therapy may be discontinued at the discretion of the therapist or CFFD administration. Prior to discontinuation, clients will be notified and given an opportunity to discuss the situation with their therapist or a member of our administrative team.
6. **Exceptions:** We understand that emergencies and unforeseen circumstances may arise. Fee exceptions may be made on a case-by-case basis. Clients are limited to one fee exception each year. Please discuss this with your therapist.
7. **Telehealth Option:** Rather than canceling a session at the last moment, if you feel well enough, ask your therapist if they are interested in seeing you over Zoom. Note that not all therapists will be able to do Zoom sessions. These are at the Therapist's discretion.

We appreciate your understanding and cooperation. If you have any questions, please do not hesitate to contact us.