

Initial Appointment (New Clients):

No Show: If client fails to attend initial appointment, no additional appointments will be scheduled for one year from the date of the initial appointment, unless proof of an extenuating circumstance is provided.

Late Cancel/Reschedule: If a client late cancels or reschedules the initial appointment, one additional initial appointment will be scheduled. However, if the client fails to attend the second scheduled initial appointment, no additional appointments will be scheduled for one year from that date.

No Show Fee: \$45

A No Show occurs when:

- In office: Client does not arrive in person
- Phone: Client does not answer when the counselor calls
- Video: Client does not log into Google Meet

If the client has not arrived within 5 minutes of scheduled appointment time, the front desk will reach out. If the client is still not present after the appointment time has fully elapsed, the session will be considered a No Show. If the client declines to participate after the appointment time has started, the session will also be considered a No Show.

The front desk will follow up the next day to discuss the No Show. If no response, a voicemail will be left with the details of the policy and all future appointments will be cancelled.

We will gladly waive the No Show Fee if proof of an extenuating circumstance can be provided. Once proof is submitted or fee has been paid then the client will be able to schedule appointments again.

Late Cancel Fee: \$25

A late cancellation occurs when a client cancels with the front desk less than 48 business hours before the scheduled appointment.

(Business hours are Monday – Friday, Saturday/Sunday are not counted as business days.)

We will gladly waive the Late Cancel Fee if proof of an extenuating circumstance can be provided.

Late Reschedule Fee: \$25

A late reschedule occurs when a client reschedules with the front desk less than 48 business hours before the scheduled appointment.

(Business hours are Monday – Friday, Saturday/Sunday are not counted as business days.)

We will gladly waive the Late Reschedule Fee if proof of an extenuating circumstance can be provided.

* Weather is not considered an extenuating circumstance and will not be accepted as a valid reason for No Showing, Late Cancelling or Late Rescheduling an appointment.

* Bright Path reserves the right to pause any scheduled appointments for clients who had either No Showed or Late Cancelled twice within a 30-day window.

* It is at the discretion of Bright Path Counseling Center when and if additional appointments can be made at our facility based on the poor attendance record or inappropriate behavior of the client.