

Sandra E. Hennies

Licensed Marriage & Family Therapist · Columbia, South Carolina

CANCELLATION POLICY

Please understand that appointments are made and reserved for each client at a designated time; therefore, only one client is scheduled for that specific time. When an appointment is not cancelled with 24-hour notice, I am unable to reschedule other clients. This often means that a client who is really in need of a therapy appointment cannot be seen. In some cases, it means that the client seeks therapy elsewhere.

You will be charged \$150 for a late cancellation or no-show appointment unless it is a bona fide emergency on the day of the appointment. For example, a bona fide emergency includes a wreck on your way to the appointment, waking up with fever or serious illness, etc. Issues with childcare are not generally considered an emergency. Thank you for your understanding and consideration.

I understand that it is my responsibility to cancel an appointment with 24-hour notice. If I do not do so, I will remit the \$150 late cancellation fee.

APPOINTMENTS CAN ONLY BE CANCELLED BY CALLING (803) 787-3130 AND LEAVING A MESSAGE OR VIA TEXT MESSAGE. APPOINTMENTS CANNOT BE CANCELLED VIA EMAIL.

SIGNATURE

PRINTED NAME

DATE

SIGNATURE

PRINTED NAME

DATE
