

Cancellation Policies

General Cancellation Policy

Harbor Counseling Services requires 48-hour notice to cancel your appointment. If you do not notify us of the cancellation before your scheduled appointment (a no-show), you will be charged a \$75 late fee. If you do notify us of the cancellation, but it is less than 48 hours before your appointment, you will be charged a \$50 late fee. The fee will be waived in case of an emergency or illness.

Medi-Cal / Partnership / Beacon Cancellation Policy

Harbor Counseling Services requires 48-hours notice if you need to cancel your appointment. If you do not notify us of the cancellation before your scheduled appointment, you will be considered a no-show. Notifying us of a cancellation with less than 48 hours notice before your appointment will be considered a late-cancellation. Per our contract with Beacon Partnership, we are not allowed to charge a no-show/late cancellation fee. After two no-shows or late-cancellations, we will need to refer you to another provider.



Cancelling an Appointment

To cancel your appointment, do one of the following:

1. Call our office 48 hours before your appointment - (916) 425-7733
2. Text our office 48 hours before your appointment - (916) 425-7733
3. Email your therapist directly
4. Email the office at info@westsactherapy.com
5. Log into your SimplePractice account and cancel the appointment

Replies to automatic SimplePractice emails and texts are not received by our office and will not result in a cancelled appointment. If you do not receive confirmation from us before your appointment, you will be considered a no-show.

BY SIGNING BELOW, I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.

Signature: _____ **Date:** _____

