**Leap Therapeutic Services Cancellation Policy**

At Leap Therapeutic Services (LEAP TS), our standard is to offer every one of our clients and the community we serve with excellence and exceptional client care. We provide outpatient services to a high volume of clients at our Newport News and Richmond locations, and for this reason some of our clinicians have waiting lists of clients who are waiting to receive our services.

Cancellation policy: Clients can cancel or reschedule an appointment anytime but are required to provide 24 hours’ advanced notice. If an appointment is cancelled with less than 24 hours’ notice, or if the clients fail to show up, a $50 no show fee will be charged for the missed appointment, except in the case of true emergencies.

Please take notice that insurance will not pay for missed appointments, so you will be responsible for the full $50, in addition to any other charges due such as copayments, deductibles, or coinsurance payments.

LEAP TS may provide reminder texts and emails however, they are a courtesy, and you are ultimately responsible for remembering your scheduled appointments.

The failure to provide at least a 24 hours’ advance notice to cancel or reschedule any scheduled appointments, prevents LEAP TS the ability to offer other clients who are waiting, the opportunity to receive appointments for our needed services. In addition, by failing to reschedule an appointment can interfere with future appointments due to the high demand and limited appointment time slots. Our therapists and clinicians operate on a fee for service basis, so if an appointment is missed without proper notice, a $50 no show fee will be charged. If there are repeated no shows, we may not be able to reschedule future appointments.

We value you and appreciate the trust you put in our licensed professionals.