



Smiling Spirit Pathways
122 N. Salem St. Suite 201N,
Apex, NC 27502

Cancellation Policy for Individual and Family Sessions

We have implemented a new cancellation policy for the benefit of all of our clients. A cancelled appointment delays our work and prevents us from providing that healing time slot to another person in need. We truly value your time and ours and ask that, when you must cancel, you provide us with at least 24 hours' notice as we are rarely able to fill a cancelled session unless we know at least 24 hours in advance.

If you are unable to provide at least 24 hours' notice when cancelling your appointment, you will be charged the full fee for your session unless we are able to fill your time slot with another client (please note that insurance companies do not reimburse for missed appointments). Cancellation charges will be added to your next appointment fee.

We understand that emergencies do arise, and we may choose to waive the cancellation fee in the event of a serious illness or emergency.

Thank you for sharing in the responsibility of this important matter. We appreciate your understanding!

Client's Signature (Client's parent or guardian if under 18)

Date Signed