

Cancellation & Late Arrival Policy

Felicia Caulk, MSW, LCSW
Chantilly, Virginia 20152

Policy Overview

Your session time is reserved specifically for you. When a session is missed without adequate notice, that time cannot be offered to another client who may need it. This policy ensures that therapy time is used as effectively as possible for everyone.

Same-Day Cancellation

Cancellations made on the same day as your scheduled session are subject to the full session fee. This includes cancellations made for any reason, including illness, scheduling conflicts, or personal emergencies.

I understand that unexpected situations arise. If you are facing a genuine emergency, please contact me and we will discuss your individual circumstances.

Late Arrival

If you arrive more than 15 minutes after your scheduled session start time, the session will need to be rescheduled. The full session fee may apply.

If you are running a few minutes late (under 15 minutes), please join when you can. Your session will still end at the originally scheduled time, and the full session fee will apply for the shortened session.

No-Shows

A no-show occurs when you do not attend your session and do not provide any notice. No-shows are subject to the full session fee.

How to Cancel or Reschedule

Please provide as much notice as possible when you need to cancel or reschedule. You may contact me via the contact form on my website, by phone, or by email. Cancellations made before the day of the session will not incur a fee.

Acknowledgment

By signing below, I acknowledge that I have read and understand this Cancellation & Late Arrival Policy and agree to abide by its terms.

Client Name (print):

Client Signature (or Parent/Guardian if under 18)

Date