



Rondeau Therapy Services, PLLC
510 Daniel Webster Hwy, Unit 1636
MERRIMACK NH 03054
617-702-0722

0. Cancellation Policy

When you schedule an appointment with me, you are “purchasing” that time. Clients can cancel or reschedule an appointment any time, as long as they provide 24-hours notice. If you cancel an appointment with less than 48 hours notice, or “no show”, you will be charged the full cost of the appointment. In order to begin and continue treatment with me, you need to agree to this policy.

My cancellation policy is not a penalty or a punishment. If you are in therapy long enough, at some point you may forget about an appointment, or something will come up in your schedule that will result in you missing an appointment. I’m never upset with clients when they miss an appointment. I understand these things happen. My clients understand that scheduling an appointment with me is like buying tickets to an event. If you miss the event, it does not matter why you missed it, or even if it was your first time, you can not turn in your tickets for a refund.

Arriving Late:

- If you are not present in the video after 5 minutes, I will reach out to remind you of our appointment time.
- If you have not shown up after 15 minutes past the appointment time, I will consider it a “no-show.”

Charges for late cancellations or missed appointments are not billable to your insurance company for reimbursement. All charges for appointments will be submitted to your credit card on file 24 hours prior to them taking place. Please see my Credit Cards and My Pay document for more information.

If you cancel, late-cancel, or no-show two consecutive appointments, we will need to discuss your treatment goals and whether you are able to commit yourself to therapy at this time. If I am not able to reach you at that time, I will assume you are not able to keep any future appointments you may have scheduled with me and cancel them.

If at some point you decide not to continue in therapy with me, please call my office and leave a message, or email me, especially if you have appointments scheduled.

I always want to hear and discuss any concerns or questions you have and I will try to accommodate you within the guidelines of this policy.