



## Taylor Counseling Group, LLC

### CANCELLATION & SERVICE FEE POLICY

**24 Hour Late Cancellation Policy:** If you are unable to attend a scheduled appointment for any reason other than an emergency, please cancel via our online portal, by phone or email ([info@taylorcounselinggroup.com](mailto:info@taylorcounselinggroup.com)) 24 hours in advance. In the event you are unable to cancel, you will be charged for the full amount of the session (the total amount), this amount will be the total cost of the session not just the insurance co-payment. We are unable to bill your insurance for late cancellations or no-shows. By signing this form, you agree to allow your credit card on file to be charged due to a late cancellation or no show.

If your account has not been paid for more than 60 days and arrangements for payment have not been agreed upon, Taylor Counseling Group retains the option of using legal means to secure payment. This may involve hiring a collection agency or going through small claims court, which will require your counselor to disclose confidential information.

A \$10.00 service charge will be applied for any checks returned for any reason for special handling.

A \$15.00 service charge will be applied for any credit card charge back dispute due to a late cancellation/no show charge, completed session, or Insurance claims issue. If you have any questions about credit card charges or feel your card was charged in error please call or email us. We are always happy to help and will gladly issue a refund if your card was charged in error.

Call or email our office should you have any questions.

[info@taylorcounselinggroup.com](mailto:info@taylorcounselinggroup.com)

(214) 530-0021

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

*Alex Ledger*

Signed by Alex Ledger on 03/18/2020, 10:49 AM (CDT) with IP address 198.72.78.2