

# Contact Authorization and No-Show/Short-Notice Cancellation Policy

## Sabrina S. Santa Clara, PLLC & The Center for Embodied Spirituality

If you've contacted me, then there's something in your life that you really want to shift. My job is to help you do that successfully. Clinical research shows that therapy and coaching become less effective when appointments are inconsistent or longer than three weeks apart, therefore, I request that most clients see me twice a month.

To help you keep your appointment times in mind, you will generally be provided a courtesy text appointment reminder *when my schedule permits me to do so*. Reminders are generally provided in Mountain Time, though I will attempt to do so in your time zone. If you would like a reminder of your appointment and authorize us to do so, or to contact you about other matters, please check any of the following that apply:

Time Zone:  Pacific  Mountain  Central  Eastern  Other (State/Country & Zone: \_\_\_\_\_)

Text phone number: \_\_\_\_\_  Voice phone number: \_\_\_\_\_

Email: \_\_\_\_\_ Add to monthly newsletter list?  Yes  No If yes, please check below

I am a medical/mental health provider.  Yes  No

I am interested in Psychotherapeutic Touch

I am interested in Internal Family Systems

I am interested in Spirituality, Breathwork and/or Embodied Meditation

**I have a limited number of counseling, coaching and spiritual direction sessions available each week. Excessive cancellations make it hard for me to be sustainable and prevent others in need from filling those spots.** Sometimes people have lives that just don't accommodate making appointments in advance...odd work hours, chronic illness, and multiple responsibilities may interfere with a person's ability to keep scheduled appointments. When a client has excessive cancellations, rather than releasing the client, I offer same-day-only appointments as my schedule permits. This prevents the client from feeling bad about having to repeatedly cancel appointments, and prevents the complications that cancellations make on the counselor's schedule. The cancellation fee (see below) would be applicable should the client later cancel or not show to the appointment.

**When clients don't show for appointments or cancel without sufficient notice, it prevents me from filling my calendar with others in need.** My practice is my vocation and I am incredibly honored to do the work I do. However, my work is not just my calling, it is also my source of income. If you don't show up for your appointment and I don't charge for it then I don't get paid. Just like you, I have all the normal costs of living. Also, the larger part of your fee covers the extensive costs of running a business (rent, phone/utilities, administrative staff, office/therapeutic supplies, licenses, insurance, ongoing education, etc.). Nonpayment of missed appointments would make it impossible for me to be financially sustainable.

### ADJUSTMENTS TO SCHEDULE:

There are times when I may ask you if you can move your appointment to another slot in order to accommodate another client's needs. This is the same consideration I will offer you should your schedule change. You are welcome to contact me to see if I can accommodate a schedule shift.

### MY CANCELLATION FEE IS AS FOLLOWS:

**In order to avoid a fee, clients must cancel their appointment with no less than 48-hour notice.** As a seasoned professional and a specialist in Dance/Movement Therapy, Body-Psychotherapy, Psychotherapeutic Touch, Internal Family Systems and Interfaith Spiritual Counseling my rate for coaching, counseling and spiritual direction is \$220 per hour (unless we have agreed to a different rate). Consultation and supervision is \$350 per hour. **Short-notice cancellations of 48-hours or less will be charged half price. Short-notice cancellations of 24-hours or less and no-shows will be charged your full fee, which will be charged to the credit card you have on file.** If you are a psychotherapy client seeking reimbursement from your insurance company, note that your insurance will not reimburse you for short-notice cancellations or no-show fees.

Exceptions are made at my discretion. This means that if you have an illness or an emergency that cannot be avoided, I may decide to waive the no-show/late cancellation fee. This policy is not intended to be punitive, but rather to maintain a successful, sustainable and respectful therapeutic relationship. Note that I also honor your time. If I should need to cancel our appointment for a nonemergency situation in less than 24-hours, you will have no payment due for the following session.

I understand and agree to the terms of the no-show and short-notice cancellation policy of Sabrina Santa Clara, PLLC & Center for Embodied Spirituality

\_\_\_\_\_  
Client Date Sabrina Santa Clara Date



Sabrina S. Santa Clara, PLLC  
The Center for Embodied Spirituality: A trauma-informed sanctuary for healing and transformation  
info@SabrinaSantaClara.com 303.955.8945 PO Box 322, Lafayette, CO 80026