

## **Contingency Plan: Late Cancellation and No-Show Policy**

### **Purpose:**

The purpose of this contingency plan is to outline the policy for late cancellations and no-shows regarding scheduled sessions. By implementing this plan, we ensure that the scheduling process is respected and that adequate notice is given in the event of changes or cancellations. This policy aims to minimize disruptions and ensure fairness to both service providers and clients.

### **Late Cancellation Policy:**

- 1.1 If a session is cancelled with less than 72 hours' notice, the full cost of the session will be charged.
- 1.2 Clients are responsible for notifying the service provider of any cancellations as soon as possible.
- 1.3 Exceptions to this policy may be made in the case of documented emergencies or extenuating circumstances, subject to the service provider's discretion.

### **No-Show Policy:**

- 2.1 If a client fails to attend a scheduled session without prior notice (i.e., a no-show), the full cost of the session will be charged.
- 2.2 Clients are expected to arrive on time for scheduled sessions, and any delays beyond the scheduled start time may result in a shortened session, but the full cost will still apply.
- 2.3 In the case of repeated no-shows or chronic lateness, the service provider reserves the right to terminate the client's access to future sessions or services.

### **Rescheduling:**

- 3.1 If a client wishes to change a scheduled session to a different day, they must provide over 72 hours' notice to avoid any additional charges.
- 3.2 Requests for rescheduling can be made by contacting the service provider directly.
- 3.3 Rescheduling requests are subject to availability, and the service provider will work with the client to find an alternative date and time that accommodates both parties.

### **Payment:**

- 4.1 Payment for sessions will be collected according to the agreed-upon terms between the client and service provider.
- 4.2 In the event of a late cancellation or no-show, the client will be invoiced for the full cost of the session, which is due within the agreed-upon payment terms.
- 4.3 Failure to settle outstanding payments may result in a suspension of future services until the outstanding balance is cleared.



**Communication:**

5.1 Clients are encouraged to maintain open lines of communication with the service provider to ensure any changes or cancellations are promptly addressed.

5.2 Service providers will make every effort to inform clients of any changes or cancellations as soon as possible.

Please note that this contingency plan is intended to establish clear guidelines and protect the interests of both clients and service providers. By agreeing to these terms, all parties involved can maintain a professional and respectful working relationship.