



Agreements Regarding Late Arrivals, Cancellations, and No-Shows

We understand that unanticipated events happen occasionally in all of our lives. Business meetings, project deadlines, flight delays, car problems, and illness in us or a family member are just a few reasons why we might consider canceling an appointment, or not show up for an appointment.

Out of consideration for each of us, including respect for our own time and resources, we ask you to make the following agreements with us:

- **You agree to plan your day and travel time so that you can arrive at least 5 minutes before your scheduled appointment time.** This supports you in being relaxed and Present when your session begins, and ensures that you receive your full session time.
- **You agree that, if you arrive after your appointment start time, your session will still end at the normal time.** You agree to pay for the full amount of your scheduled session, when you arrive after your scheduled start time. (NOTE: If it works for our client and personal schedules to extend your session past the normal ending time, we'll gladly offer this accommodation the first time this circumstance arises. We'll either reconfirm your normal ending time or adjust your ending time when you arrive.)
- **You agree to provide at least 24 hours advance notice** (by phone, email, or text) when cancelling an appointment. This allows us an opportunity to use that time for other clients or projects, and for in-person sessions prevents us both from using gas and time resources to drive to and from the office, in those cases when we have no other need to be at the office at our appointed time.
- **You agree to pay for the full amount of your session if you do not provide at least 24 hours advance notice of the cancellation.** This includes “no-shows,” when no notice is given.

By scheduling an appointment with us, you indicate your commitment to keeping these agreements.

We appreciate your consideration, respect, and partnership to ensure that our relationship contributes significantly to all of our well-being.

-- Vika and David