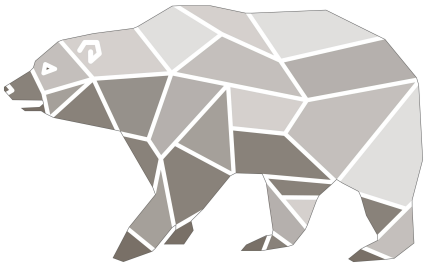

BEAR PSYCHOLOGY
TRAUMA PRACTICE

Baranowsky Psychology Professional Corporation
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M2N 0G3
(416) 733-3838
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Cancellation and No Show Policy

This following details the clinic's policies for late cancellations and no show's of scheduled appointments.

This following outlines clinic policy for late cancellation and "no show" of scheduled appointments.

Payment will be collected in full, for any missed session, unless the appointment is cancelled **48-business hours** in advance. **Business hours** are Monday to Saturday (until 1 pm) and do not include Sunday or any holidays.

If you arrive late for an appointment, we will meet for the remaining time, and you will be charged the full session fee.

This allows for sufficient time to offer the appointment to another client on our wait list and ensure that clinician time is used properly by those who are in need of clinician services.

You will receive an automated notification through our OWL secure client management system in advance of your session. Please ensure that you do not cancel notification unless you are comfortable with managing your own schedule without email reminder.

We do understand that there are very valid reasons for a late cancellation/no show and our policy also includes concessions to not charge that include the following:

- Medical Emergency – requiring urgent care
- Family death
- Natural disaster
- Serious Illness / injury

If any of these apply to you, please notify the office with an update so we can respond appropriately.

We appreciate your understanding of this policy and understand that life circumstances can at times interfere in unexpected ways.

If you have any questions, or need support with this policy, please do not hesitate to contact our clinic at your convenience.

In appreciation,

Dr. Anna Baranowsky & the BPPC Team

☐ Agreement & Signature

Full Name:

Today's Date: *(YYYY-MM-DD)*