

Love University No Show/Cancellation Agreement

Life throws us for a loop sometimes and we understand that appointments will be missed occasionally. An appointment canceled within 48 hours or missed without notice, by itself, may have a small impact, but two or three appointments missed in this way can create a pattern that impacts our ability to keep Love U running smoothly. It affects us. We may have been able to use that time differently, also, we have a unique, shared office space. It may have prevented another practitioner from using the space.

Often, if told in advance, we are more than happy to reschedule or skip a scheduled appointment with you. We need to reschedule or miss sometimes as well. We want to be transparent, open, and helpful to you, and we want you to be the same with us. When one of us cancels consistently within 48 hours or does not show up, we want to figure out why.

- Did you or I forget to put it on the calendar?
- Did you or I overbook ourselves?
- Is our work together serving you?
- Is this time not working for one of us?
- Is this a habit?

We all have blind spots and habits. We're not coming down on you when we ask what's going on; we want to continue seeing you, so we want to figure it out together. This document starts the conversation about how to support each other in staying organized and keeping our commitments. Just as we're holding you accountable, we hope you hold us accountable, too.

Okay, what are we saying??

It's a conversation, not a punishment. We want to work it out through ongoing dialogue. If you feel you need external reinforcement to hold you accountable;

1) Would you like to be charged either half or the full amount if an appointment is canceled within 48 hours or missed without notice?

2) Is there another option you'd like to discuss that would work better for you?

We are open to any creative ideas. We appreciate your willingness to understand this agreement. Your awareness and efforts greatly help Love University support the most individuals possible and stay up and running.

Signature and Printed - Individual and/or Guardian **Date**

Signature and Printed - Individual and/or Guardian **Date**

Signature and Printed - Love U Practitioner **Date**