



## **Aureum Counseling & Consulting, PLLC**

### **Client Cancellation Policy**

**Existing Clients:** Clients changing session appointments for any reason (whether rescheduled or canceled) with less than 24 hours' notice via email to [camille.larsen@aureumcandc.com](mailto:camille.larsen@aureumcandc.com) or voice-message at (303) 726-8053, or who do not attend their scheduled appointment without notice ("no show"), are charged for the full price of the session using the credit card on file. Clients who repeatedly arrive for their scheduled session more than five minutes after the scheduled session start time may be charged for a "no show" and the session will not take place. There are therapeutic reasons for this that can be discussed further in-person.

**Couples:** Couples are seen when both partners are present unless otherwise arranged.

In the event of inclement weather, an online session using a HIPAA- secure platform may be offered in place of an in-person session.

**New Clients:** New clients who change their intake session (whether rescheduled or canceled) with less than 24 hours' notice via email to [camille.larsen@aureumcandc.com](mailto:camille.larsen@aureumcandc.com) or voice-message at (303) 726- 8053, or do not attend their scheduled appointment without notice ("no-show"), may be required to pre-pay for their rescheduled intake.