



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 or text 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 ten 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.

Clients who have not had contact with their therapist for 60 days may have their case file considered closed and archived. Returning to therapy will be dependent on factors such as therapist availability/current caseload.

Couples: Couples are seen when both partners are present and in the same room unless otherwise arranged.

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 or text 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.