



Same Day Cancel or No-Show Policy

ENL clients are asked to provide at least 24-hours' notice when cancelling appointments.

- **New Clients** - Appointments will not be approved without a credit card on file. New clients will automatically be charged **\$100** for a same day cancellation and a no show.
- **Established Clients** - Established clients will be charged **\$35** for same day cancellations and no shows. Clients who have missed 3 consecutive appointments without 24-hours' notice will be discharged and referrals to another therapist will be offered.

As a steward of Embrace New Life, LLC (ENL) and its financial integrity, the purpose of this statement is meant to protect the efforts of ENL to meet both your needs and the needs of other clients and our mission partners.

Of course, there is grace for circumstances beyond your control. We offer grace and ask for it in return with notification as soon as you know that you cannot come in. The best way to notify ENL is to both cancel online in the portal and sending a quick text to: 972-979-3988 .

Thank you for your understanding & consideration,

Elizabeth Davis, MA, LPC-S

I certify that I understand and agree with terms of this Cancellation Policy.

SIGNATURE _____ DATE _____