

SECTION IV: Policy

CANCELLATION/ NOSHOW POLICY

We understand that situations arise that may cause you to cancel your appointment. Therefore we kindly ask that if you must cancel your appointment you try to provide at least 24 hours' notice. This will allow for another person to be scheduled in that appointment slot.

Office appointments (evaluations, dental, & vision) which are cancelled with less than 24 hours notification may be subject to a \$45.00 cancellation fee. Psychological appointment cancellations require 5-7 business day advance notice, without notification they may be subject to a \$150.00 cancellation fee.

Students/Clients who do not show up for their appointment without a call to cancel an office appointment (evaluations, dental, & vision) or Psychological appointment will be considered as NO SHOW. Students/Clients who No-Show two (2) or more times in a semester may be denied any future appointments until the bill is paid in full to the Wellness Center. Patients may also be subject to a \$45.00 No Show fee for office appointment (evaluations, dental, & vision) and \$150.00 for Psychological appointments No Show fee.

The Cancellation and No Show fees are the sole responsibility of the student /client and must be paid in full before the students/client's next appointment. An invoice will be sent to the Finance Department and added to your UTTC bill.

We understand that special, unavoidable circumstances may cause you to cancel within 24 hours. Fees in this instance may be waived but only with the Wellness Center Director's approval.

The Wellness Center firmly believes that a good student/ client relationship is based upon understanding and good communication. Questions about cancellation and no show fees should be directed to the Wellness Center Department (701-221-1764).