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## Late Fee Policy for Jackson Ilyas Therapy Solutions Private Practice

**Effective Date:** January 1, 2023

**Review Date:** January 1, 2025

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### Introduction

At Jackson Therapy Solutions Private Practice, we understand that life happens and emergencies may arise. However, in order to respect both our time and the time of other clients, we have implemented a Late Fee Policy. This policy aims to maintain a structured schedule and fair business practices for all clients.

By agreeing to work with us, clients acknowledge their understanding and acceptance of this policy.

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### 1. Appointment Cancellation

Clients are encouraged to notify us as soon as possible if they need to cancel or reschedule an appointment. Our policy requires **24-hour notice** for cancellations or rescheduling of any therapy session.

- **Cancellation Period:** Clients must cancel or reschedule at least **24 hours prior** to their scheduled appointment time to avoid a late fee.
  - **No-Show:** If a client does not show up for an appointment without prior notice, it will be considered a "no-show."
  - **Late Arrival:** If a client arrives late for their appointment, the session will still end at the scheduled time, and the full session fee will apply.
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### 2. Late Fees

A late fee will be charged if a client fails to cancel or reschedule their appointment within the **24-hour notice period**.

- **Amount:** The late cancellation/no-show fee is **\$75 flat fee**.
  - **No-Show:** If a client does not show up for their scheduled appointment and provides no prior notice, the full session fee will be charged.
  - **Recurring Cancellations/No-Shows:** If cancellations or no-shows become a recurring issue, the therapist may request that the client pay for sessions in advance, or terminate the therapeutic relationship.
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### 3. How Late Fees Are Charged

- Late fees will be billed directly to the client's card on file or via other payment methods as agreed upon.
  - The client will receive an invoice for the late fee, which is due immediately.
  - Clients with unpaid late fees may not be able to schedule further sessions until the balance is settled.
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### 4. Exceptions to the Late Fee Policy

We understand that emergencies and extenuating circumstances can occur. In such cases, the following exceptions may apply at the discretion of the therapist:

- **Medical Emergencies:** If the client or their immediate family member experiences a sudden illness or emergency.
- **Severe Weather/Travel Disruptions:** If there is a significant weather event that makes travel unsafe.
- **Other Exceptional Circumstances:** Any other situation that can be verified as an emergency or unavoidable circumstance. Please talk with Dr. Jackson Ilyas.

Clients should inform the therapist as soon as possible if they believe an exception applies.

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### 5. Communication and Understanding

- **Reminders:** Clients will receive an appointment reminder (via text or email) 48 hours in advance to help avoid missed sessions or late cancellations. This reminder is based on your account preference setup via the platform: *Headway; Grow Therapy; or Sondermind.*
  - **Contact Information:** It is the client's responsibility to ensure that their contact information is up-to-date for communication purposes.
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### 6. Payment Methods

We accept the following payment methods for session fees and late fees:

- Credit/debit cards (Visa, MasterCard, American Express)
- Checks (must be made out to Jackson Ilyas Therapy Solutions Private Practice)
- Online payment platforms (e.g., PayPal, Venmo)

Please note that we require a valid credit/debit card on file prior to scheduling appointments.

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## **7. Acknowledgment**

By scheduling an appointment with [Therapist's Name] Private Practice, you acknowledge and agree to abide by the terms outlined in this Late Fee Policy. If you have any questions or concerns about this policy, please feel free to discuss them with us prior to your next appointment.

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## **Contact Information**

For questions regarding the Late Fee Policy, or to cancel or reschedule your appointment, please contact us at:

- Phone: (513)446-4058 via text message or by phone.
  - Email: JacksonILyasTherapySolutions@gmail.com
  - Office hours: 9a to 8p
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This policy ensures fairness for both the therapist and the clients while helping to maintain the smooth running of the practice. The 24-hour cancellation notice allows us to offer available time slots to other clients who may be in need of services.