

**DIVINE INTERACTIONS EQUINE FACILITATED WELLNESS, LLC**

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**CANCELLATION/NO SHOW POLICY**  
**APPOINTMENT SERVICE AGREEMENT FOR OUTPATIENT COUNSELING**  
**AND EQUINE ASSISTED PSYCHOTHERAPY SESSIONS**

Barring emergencies, you will be seen at the time that your appointment is scheduled. Because this time is set aside for you, it is important that you keep your appointment. It is expected that you will notify your counselor of cancellation for a scheduled appointment at least 24 hours in advance via call, text, or e-mail. This will allow your counselor to offer this time to another client. Should you fail to provide at least 24 hours' notice of cancellation, or do not appear for your scheduled appointment, you will be charged for the time reserved for you. The fee is \$50.00 payable by cash, check, or credit card (via IvyPay) to your counselor and \$25.00 payable by cash, check, or credit card (via PayPal) to the horse professional when applicable (EAP sessions only). These fees are not reimbursable by insurance companies. Please be courteous and remember that this is your provider's livelihood and if you do not attend your session, your provider does not get paid.

Please note that if you arrive late to your scheduled appointment, you may not be able to receive a full 60 minute session due to other appointments being scheduled after yours and you will still be charged in full for the session. Please respect the time of your counselor, horse professional, and other clients.

My signature indicates that I have reviewed and understand the Cancellation/No Show Policy Appointment Service Agreement and agree to keep an active credit card on file (with IvyPay and/or PayPal) to be charged only in the event of a late cancellation/no show.

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Print Client Name

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Client Signature

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Date