



Phoenix Family Center, LLC

*Community Focused, Community Based*

474 Summit Street, Elgin, Illinois 60120

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**Phoenix Family Center, LLC**  
**Policy on Missed Appointments/Payments**

Clients enrolled at Phoenix Family Center, LLC are asked to give 24-hour notice for all cancellations. Clients are also expected to pay co-pays and/or fees for services at the time of service. Phoenix Family Center, LLC reserves the right to assess a \$40.00 fee to clients that fail to provide 24-hour notice for more than 2 appointments or fail to make more than 2 payments for services rendered.

This fee will be collected at the next scheduled appointment. Phoenix Family Center, LLC reserves the right to terminate services with any client with more than two missed payments.

Additionally, if two sessions in a row are missed, without notification, your time slot may be given away.

I have read and understand the above policy.

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Date: \_\_\_\_\_

Witnessed by: \_\_\_\_\_