

IMPORTANT

Counseling sessions are made by appointment – just for you only- and we do not accept “walk-in clients.” Please take note of our CANCELLATION POLICIES:

MISSED APPOINTMENT POLICY

Counselors are obligated to wait 15 MINUTES for a late client. After that time, the session is considered MISSED and the client is responsible for paying 100% of the session fee to compensate the counselor for their loss to fill that session time.

CANCELLED APPOINTMENT POLICY

Clients must call at least 24 hours in advance of their appointment date and time to cancel an appointment. This gives the counselor sufficient time to fill the empty slot. Failure to give 24 hour notice will result in a payment of 50% of the session fee to compensate the counselor for their loss to fill that session time.

INCLEMENT WEATHER POLICY

The winter months often present clients and counselors with the challenge of driving to the session. As such please take note of our policy:

IF HAMBLÉN COUNTY SCHOOLS ARE CLOSED DUE TO WEATHER CONDITIONS, THE COUNSELING OFFICE WILL ALSO BE CLOSED- UNLESS NOTIFIED BY THE COUNSELOR