



SERVICE · EDUCATION · RESEARCH

600, 1816 Crowchild Trail NW  
Calgary, Alberta T2M 3Y7  
Phone: (403) 802-1680  
Fax: (403) 270-7446  
[www.familytherapy.org](http://www.familytherapy.org)  
e-mail: [cftc@ucalgary.ca](mailto:cftc@ucalgary.ca)

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## Cancellation and No-Show Policy

### Policy Purpose

The Calgary Family Therapy Centre (CFTC) is dedicated to providing equitable access to services for all Albertan families. However, last-minute cancellations of family therapy sessions prevent our ability to schedule other families during that time slot, which unnecessarily increases the cost of delivering these services. This policy sets forth the procedures and expectations regarding appointment cancellations and no-shows, with the objective of maintaining consistent high-quality services for Albertans at no out-of-pocket expense, and ensuring therapist availability for families seeking support.

### Policy Statement

Clients are expected to provide at least **48 hours' notice** when cancelling or rescheduling appointments.

- If less than 48 hours' notice is provided, or if a session is missed without prior notification, a **cancellation fee of \$50** will be charged.
- First time fees may be waived by your therapist, such as in case of sudden illness where transitioning the session online is not deemed appropriate (e.g., if individuals are unwell).

### Emergency Exceptions

Recognizing that emergencies can occur, therapists and administrative staff are empowered to waive the cancellation fee on a case-by-case basis. Clients are encouraged to contact their therapist or the administrative office promptly in the event of an emergency.

### Payment of Cancellation Fee

If a cancellation fee is applied:

- It must be **paid in full** before future appointments can be scheduled.
- Payment is completed through an online form, accessible in "Payments" at [www.familytherapy.org](http://www.familytherapy.org).

### **Effective Date and Communication of Policy**

This policy will be available at [www.familytherapy.org](http://www.familytherapy.org) and will be communicated to current client families via email. Starting May 15, 2025, new families will be informed about this policy by their assigned therapists as part of the onboarding and informed consent process. Explicit reference to this policy will be included in the standard informed consent for therapy form provided by CFTC. This policy will become fully effective on **July 1st, 2025**.

### **Policy Inquiries**

Clients with questions regarding this policy or difficulties with payment should contact the CFTC administrative team at:

Phone: (403) 802-1680

Email: [dylan.bacon@familytherapy.org](mailto:dylan.bacon@familytherapy.org)