



1021 S. El Camino Real, San Mateo, CA 94402 | [sanmateopride.org](http://sanmateopride.org) | 650-591-0133

## Cancellations, Missed Appointments, and Attendance

The San Mateo County Pride Center has a 24-hour cancellation policy. This means that if you cancel within less than 24 hours of your scheduled appointment, or do not show up for your session, **you will be charged your regular session fee.**

- Cancellations for Monday appointments must be made no later than 6:30pm on Friday the week before.
- It is strongly encouraged that you attempt to reschedule any missed appointments; however, this is at the clinician's discretion and is dependent upon availability.

To help you achieve your goals, build consistency, and foster strong working relationships with your clinician and/or case manager, it is important that you regularly attend your scheduled appointments.

- **Participants receiving counseling/therapy should miss no more than four (4) sessions within a 6-month period** (due to vacation, sickness, or important engagements). If you must cancel a session and are able to reschedule within the same week, it will not count toward your number of missed sessions.
- Clients who miss more than the above-mentioned number of sessions will be asked to meet with their clinician, by phone/virtually or in person, to discuss barriers to attendance and the effects of missed sessions on the ability to meet treatment goals. Every attempt will be made to decrease barriers and support your success in achieving treatment plan goals. If we are unable to find a way to support you in attending regular sessions, you and your therapist may decide to take a break from clinical services at the Pride Center.

If you do not show up for appointments, do not call, and do not return calls when your clinician and/or case manager attempts to contact you, it will be assumed that you no longer wish to continue services and services will be terminated. For participants who decide to discontinue services at the Pride Center, we are happy to make referrals on your behalf to other service providers if needed.