

---

# Refund, Cancellation, and No-Show Policy

Effective Date: June 17, 2026

## Overview

Aesther Behavioral Health Services LLC is committed to providing timely and professional behavioral health services. This policy explains our refund, cancellation, no-show, and payment guidelines for appointments and related services.

## Appointment Cancellations

Patients are required to provide at least 48 hours' notice if they need to cancel or reschedule an appointment. This applies to both initial new patient appointments and follow-up appointments.

Appointments may be cancelled or rescheduled by contacting our office directly.

## Late Cancellations and No-Shows

If a patient misses an appointment or does not provide at least 48 hours' notice to cancel or reschedule, a \$75 cancellation or no-show fee may be charged to the payment card on file.

Patients are responsible for understanding and following the cancellation policy provided during scheduling, intake, or patient registration.

## Refunds

Payments made for completed appointments, consultations, evaluations, therapy-related services, medication management visits, coaching, or other professional services are generally non-refundable once the service has been provided.

If a payment was made in error, duplicated, or charged incorrectly, please contact our office so the matter can be reviewed.

Approved refunds, if applicable, will be issued back to the original payment method when possible.

## Supplements and Other Items

If supplements, vitamins, medical-grade foods, nutritional products, homeopathic remedies, or similar items are purchased, they are not eligible for refunds, credits, or exchanges once purchased or released from the office.

## Telehealth Appointments

Telehealth appointments are subject to the same cancellation, no-show, and refund policies as in-person appointments.

Patients are responsible for ensuring they have access to the required technology, internet connection, and private location needed for a telehealth visit.

## Outstanding Balances

All outstanding balances must be paid in full before the next office visit unless other arrangements have been approved by Aesther Behavioral Health Services LLC.

---

## **Contact Us**

If you have questions regarding this policy, please contact:

Aesther Behavioral Health Services LLC

320 West Lanier Ave. Suite 200

Fayetteville, GA 30214

Phone: (770) 285-0233

Fax: (770) 691-5136

Email: [info@aestherbhs.com](mailto:info@aestherbhs.com)