

## ***CANCELLATION POLICY – Penbay Estate Planning Law Center***

In our field of law, it is important to us that we can accommodate crisis appointments. When appointments get canceled or rescheduled abruptly, we are unable to give clients or prospective clients on waitlists enough time to take the appointment slot that is now empty. Our cancellation policy is necessary in fairness to those who need our help, as well as to respect our most valuable resource: our limited time. Please review our policy as it governs your upcoming appointment. This policy is non-negotiable and does not have exceptions. We believe that both your time and ours is extremely valuable and we appreciate your understanding.

### *Prospective Clients*

If you have qualified for a free consultation as a prospective client and need to reschedule or cancel less than 48 hours prior to your appointment, we require a \$350 deposit to secure your next appointment. This deposit can be used as a credit towards a plan of your choice at your next meeting only. If the second appointment is rescheduled or canceled for any reason, your deposit will be billed for attorney time and we will require an additional deposit to schedule another meeting. If you do not qualify for a free consult and are paying a consultation fee for your appointment and need to reschedule or cancel less than 48 hours prior to your appointment, your deposit will be billed for attorney time and we will require an additional deposit to schedule another meeting. If you do not show for your appointment without notice, you will need to pay a consultation fee to secure an additional appointment.

### *Existing Clients*

If you are an existing client, we do not require a deposit to secure your appointment. However, if your appointment is canceled or rescheduled less than 48 hours prior to your appointment, we reserve the right to assess and bill a missed appointment fee of \$250 to your matter. If your appointment is canceled or rescheduled a second time, we will require a deposit to secure another appointment and will be billed at the time of your appointment.