The Counseling Services staff is committed to providing efficient and effective services to as many UMSL students as possible. Because demand for counseling services is typically high, we ask that you only schedule appointments that you are confident you will keep. If you need to cancel an appointment, we request that you do so at least 24 hours in advance.

Starting July 1, 2013, University Health Wellness and Counseling Services will begin charging a fee of $10 for clients who no-show for appointments or who cancel sessions less than 24 hours in advance. If you must cancel your appointment less than 24 hours beforehand, due to illness or serious emergency, you may talk to your counselor about waiving the fee. Academic demands should be planned for and are not considered an emergency. Please plan ahead and cancel at least 24 hours in advance to avoid the fee.

Unless you make other arrangements for payment (with cash or check), we will automatically bill the fee to your UMSL student account.

Thank you for helping us to serve everyone better! --The Counseling Staff

I have read and understand the above explanation of Counseling Services’ policy:

Name (signed) ___________________________ Date ____________

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Name (signed) ___________________________ Date ____________