

YOUR LOGO

Replace this box

NO SHOW POLICY

Policy templates

Ready-to-customize wording for missed appointments, fees, and repeat no-shows.

How to use this pack

Select the policy that fits your service model. Replace every highlighted field, then add only the optional clauses you need. Define a no-show precisely, state the consequence clearly, and explain what changes after repeated missed appointments.

Before publishing. These templates provide general wording, not legal, medical, billing, or financial advice. Review fees, stored payment methods, notice, accessibility, healthcare, and consumer requirements that apply to your business. Present the policy before a client confirms an appointment.

Decisions to make

Decision	Replace or confirm
Definition	[waiting period] after the start time and [valid contact methods]
First occurrence	[warning, partial fee, full fee, or waiver]
No-show charge	[flat amount, percentage, or full service price]
Repeat threshold	[number] no-shows within [time period]
Next step	[deposit, prepayment, booking restriction, or account review]
Exceptions	[emergency, illness, weather, accessibility, or other criteria]
Documentation	[acceptance method and internal record owner]



Standard no-show fee policy

Best for appointment-based businesses that apply a defined fee after an unattended booking.

[Business name] no-show policy

An appointment is considered a no-show when a client does not attend and has not canceled or contacted us through **[approved contact methods]** within **[waiting period]** after the scheduled start time.

A missed appointment will result in a charge of **[fee amount or percentage]**. The charge reflects time reserved for the appointment and is separate from payment for any future service.

If you arrive after **[late arrival minutes]** minutes, we may provide the remaining time, reschedule, or classify the appointment as a no-show. The appointment will still end at its scheduled time unless we confirm otherwise.

After **[number]** no-shows within **[time period]**, future bookings may require **[deposit, prepayment, or manager approval]**. After **[higher threshold]** no-shows, we may limit or pause advance booking privileges.

We may waive or adjust a charge for **[emergency exceptions]**. Contact us as soon as reasonably possible at **[phone or email]**. A prior waiver does not guarantee another waiver.

By booking, you confirm that you have reviewed and accepted this policy, including any stated charge and repeat no-show consequence.

Suggested acknowledgment

☐ I understand what counts as a no-show and agree to the stated charge and repeat-booking terms.

First-time courtesy policy

Best for businesses that want to warn or reduce the charge on a first missed appointment.

[Business name] first-time no-show policy

If you miss an appointment without canceling through **[approved contact methods]**, the booking is recorded as a no-show after **[waiting period]**.

For a first no-show, we will **[waive the fee / charge a reduced fee of amount / issue a written warning]**. We will also remind you that future missed appointments are charged at **[standard fee amount or percentage]**.

A second no-show within **[time period]** will result in **[standard fee]** and may require **[deposit or prepayment]** for the next booking.

A third no-show within **[time period]** may result in **[booking restriction, same-day booking only, or account review]**. We will notify you before any restriction begins.

Courtesy exceptions do not reset the no-show count unless **[Business name]** confirms that in writing. Genuine emergencies may be considered under **[exception criteria]**.

To cancel or reschedule, use **[approved method]** by **[notice cutoff]**. Messages sent through other channels may not be seen in time.

First no-show message

We missed you today. We are applying our one-time **[courtesy waiver or reduced fee]**. Future no-shows are subject to **[standard fee]**, and repeated no-shows may require prepayment. Please review the policy here: **[policy link]**.

Deposit and prepayment policy

Best for high-value services, limited availability, and appointments requiring advance preparation.

[Business name] deposit and no-show policy

A **[deposit amount or percentage]** deposit is required to reserve your appointment. The deposit will be **[applied to the service price / treated as a booking fee]**.

If you do not attend and do not contact us by **[waiting period]**, the appointment is a no-show and the deposit will be **[retained or applied as described]**.

If the missed appointment was not fully covered by the deposit, **[additional fee or balance terms]** may apply only as disclosed and accepted before booking.

After **[number]** no-shows, full prepayment may be required when scheduling. Prepaid amounts for a later no-show will be handled under **[refund, credit, or forfeiture terms]**.

To remove a prepayment requirement, the client must complete **[number]** consecutive appointments or receive written approval from **[role]**.

If we cancel, any deposit or prepayment will be **[refunded, credited, or transferred]**. Exceptions for client emergencies are handled under **[exception criteria]**.

Payment review point

Use one consistent term for each payment. Confirm that the document accurately distinguishes a deposit, booking fee, prepayment, retained amount, and no-show charge.

TEMPLATE 4

Healthcare and wellness policy

Use careful wording and review the final policy for clinical, billing, privacy, access, and continuity-of-care requirements.

[Practice name] missed appointment policy

A visit is considered missed when the patient does not attend and the practice receives no contact through **[approved secure method]** within **[waiting period]**. Do not include sensitive health information in an unsecured message.

A missed visit may result in **[fee or nonfinancial consequence]**, where permitted and appropriate. This amount is **[not billed to insurance / handled according to applicable billing rules]**.

After **[number]** missed visits within **[time period]**, the care team may review scheduling options such as **[same-day appointments, reminders, transportation support, prepayment where appropriate, or another access plan]**.

We consider urgent illness, hospitalization, emergencies, disability-related needs, transportation disruption, and other circumstances case by case. Contact the practice as soon as possible so we can discuss options.

This policy does not replace instructions for urgent or emergency care. Follow **[practice urgent-care instructions]** or contact the emergency service appropriate to your location.

TEMPLATE 5

Professional services policy

Best for consultants, coaches, advisors, and other professionals reserving billable session time.

[Business name] missed session policy

A session is a no-show when the client has not joined, arrived, or contacted **[business name]** within **[waiting period]** of the scheduled start.

A missed session may be billed at **[flat fee, percentage, or minimum billing increment]**. Work completed before the session may also be billed under **[engagement agreement or scope terms]**.

After **[number]** no-shows, new sessions require **[prepayment or approval]**. This policy supplements the signed service agreement. If the documents conflict, **[identify which document controls]**.

TEMPLATE 6

Classes and group bookings policy

Best for classes, workshops, tours, training sessions, and capacity-limited events.

[Business name] attendance and no-show policy

A booking is considered a no-show when the registered participant does not check in by **[check-in cutoff]** and has not transferred or canceled the place through **[approved method]**.

No-show payments are **[nonrefundable / partly credited / transferable only as described]**. If a waitlist participant fills the place, we may offer **[credit or refund terms]**.

For group bookings, the organizer is responsible for **[minimum attendance, final headcount, and payment terms]**. Unused places are handled under **[group no-show consequence]**.

After **[number]** no-shows, future reservations may require **[prepayment, booking limit, or organizer approval]**.

TEMPLATE 7

No-fee booking restriction policy

Best for free appointments, community services, consultations, and businesses that do not charge a no-show fee.

[Business name] no-show and rebooking policy

We do not charge a no-show fee. If you cannot attend, please cancel through **[approved method]** so the appointment can be offered to someone else.

After the first no-show, we will send a reminder of this policy. After **[number]** no-shows within **[time period]**, future bookings may be limited to **[same-day availability, one active booking, or staff approval]**.

Booking privileges may be restored after **[time period or completed appointments]**. We may make reasonable exceptions for **[emergency and access circumstances]**.

Choose only the clauses you need

Keep the final policy short enough to understand at booking. Use internal procedures for staff steps that clients do not need to see.

Definition of a no-show

An appointment is a no-show when the client does not attend and does not contact us through [approved method] within [waiting period] after the start time.

Late arrival

Arrivals after [minutes] minutes may receive only the remaining appointment time or may be treated as a no-show if the service can no longer be completed safely or effectively.

Business-hours notice

The notice period is measured in [business or calendar hours]. Business hours are [days and times], excluding [holidays or closures].

Card on file

Where permitted, the payment method provided at booking may be charged [amount] for a no-show only under the authorization and policy accepted before booking.

First occurrence

For the first no-show within [time period], we will [waive, reduce, or charge] the standard fee and send a policy reminder.

Repeat no-shows

After [number] no-shows within [time period], future appointments require [deposit, prepayment, same-day booking, or approval].

Emergency exception

We may waive or adjust the consequence for [defined circumstances]. A previous exception does not automatically apply to a later appointment.

Provider or business error

No no-show consequence applies if the appointment details were incorrect because of our error or if we canceled the appointment.

Communication channel

Cancellations and late notices must be sent through [approved method]. A message sent elsewhere is not confirmed until [business name] acknowledges it.

Review of a charge

To ask about a no-show charge, contact [team] at [email or phone] within [number] days. We will review the appointment and respond within [timeframe].

Booking page summary

If you do not attend or contact us within **[waiting period]** after your appointment begins, **[fee or consequence]** applies. Repeated no-shows may require **[deposit, prepayment, or booking restriction]**. Full policy: **[link]**.

Appointment reminder

Reminder: Your appointment is **[date]** at **[time]**. If you cannot attend, cancel at **[link]** or contact **[phone]** by **[cutoff]**. A missed appointment may result in **[fee or consequence]**.

No-show fee notification

We did not receive notice and you did not attend your appointment on **[date]** at **[time]**. Under the policy accepted on **[acceptance date]**, **[fee or consequence]** applies. To ask for a review, contact **[team]** by **[review deadline]**.

Repeat no-show notice

Our records show **[number]** missed appointments within **[time period]**. Before another appointment can be scheduled, **[new booking requirement]** will apply. Contact **[team]** at **[phone or email]** if you believe a record is incorrect or need an accommodation.

Implementation checklist

- Define exactly when an appointment becomes a no-show.
- State the exact fee or nonfinancial consequence.
- Explain the first, second, and later no-show outcomes.
- Name the cancellation channels your team monitors.
- Show the policy before booking and record acceptance.
- Verify appointment status before applying a fee.
- Document waivers and apply approved criteria consistently.
- Provide a clear review or dispute contact.
- Review the policy after operational or regulatory changes.

Approval record

Policy owner	[Name and role]
Effective date	[Date]
Next review	[Date]