

CLIENT APPOINTMENT AGREEMENT

Trying to accommodate our client's needs and work schedules can be challenging; nonetheless we strive to do our best. Staying on schedule ensures that our client's valuable time will not be spent in our reception area waiting for their appointment.

A scheduled appointment is a commitment of time between you and our firm's professionals. We have reserved that time just for you! When appointments are missed or cancelled, or arrival time is late, that appointment time is permanently lost. Work load compression brought on by compliance with tax deadlines, especially during "tax season", makes this time even more precious.

We ask that you make every effort to keep the appointment scheduled for you and to be on time. However, we understand that emergencies occur where the appointment cannot be kept or unforeseen delays cause a late arrival. We take that into consideration when receiving your call for last minute cancellations or delay notification.

We are committed to providing the highest quality professional service to you. Keeping your scheduled appointment allows us to be partners in this process. We appreciate the courtesy of two business days' notice when a conflict occurs that necessitates a "rescheduling" of your appointment. In addition, late arrivals occurring more than fifteen minutes after the scheduled time will require that the appointment be re-scheduled.

Our missed, delayed, or cancelled appointment policy without proper notice may result in a charge to you based on the hourly rate of the professional affected by this schedule disruption.

We appreciate your understanding of this policy and cooperation in keeping appointments "on schedule".

Thank you for your consideration of this matter.

Janice Mumm