



## Appointment Policy

### **Purpose:**

In order to provide fair and equal access to services for all clients, the Alliance Business Assistance Center (ABAC) has implemented the following policy regarding recurring appointments and the maximum number of appointments allowed within a given month. This policy ensures that resources are distributed equitably and that all clients have an opportunity to access our services.

### **1. Pre-Scheduling Appointments:**

- **Policy Overview:**  
The ABAC does not schedule appointments more than 4 weeks in advance. All appointments must be scheduled on a case-by-case basis,
- **Why This Policy?**  
This approach ensures that we can serve a broad range of clients and that no single client monopolizes our limited resources, enabling us to accommodate the greatest number of individuals seeking assistance.
- **Exceptions:**  
In rare and specific cases, recurring appointments may be considered for long-term projects or special circumstances (as directed by the business counselor). These will be handled on a case-by-case basis.

### **2. Maximum Appointments Allotted Per Month:**

- **Policy Overview:**  
To ensure fair access, clients are allowed **2 appointments per month** (unless increased based on counselor recommendation). This limit applies to only one-on-one business consultation sessions.
- **Why This Policy?**  
This policy helps ensure that all clients have a chance to benefit from our services and that we can manage the overall demand for appointments in an organized and equitable manner.

**Please Note:** If a client requires additional support beyond the 2 appointments in a month, they may be placed on a waitlist for any additional slots, or referred to other community resources, depending on availability.

### **3. Booking & Scheduling:**

- **Booking Process:**

Appointments for counseling sessions can be conducted in person or online and must be scheduled by contacting the ABAC directly by phone at 720-674-3547.

- **Overbooking:**

Once a client has reached their limit of 2 appointments for the month, they will no longer be able to book additional appointments until the following month. If you require urgent assistance, please contact the ABAC to discuss options.

#### **4. Cancellations & Rescheduling:**

- **Cancellations:**

Clients are encouraged to cancel appointments at least **2 business days in advance** to allow others to utilize the available time slot. Cancellations should be made through the online system, phone, or email.

- **Rescheduling:**

Clients may reschedule **twice annually** if there is availability. Repeated cancellations or no-shows may affect future booking privileges, as outlined in our **No-Show Policy**.

#### **5. Exceptions and Special Circumstances:**

We understand that there may be rare or exceptional circumstances that require more frequent access to our services. In these cases, clients are encouraged to contact the ABAC directly to discuss possible accommodations.

#### **6. Contact Information:**

For questions regarding appointments, cancellations, or this policy, please contact us at:

- **Phone:** 720-674-3547
- **Email:** [alliance@thorntonco.gov](mailto:alliance@thorntonco.gov)
- **Website:** [businessinthorntonco.gov](http://businessinthorntonco.gov)

Thank you for your understanding and cooperation in helping us provide fair and effective support to all of our clients!