



No-Show Policy

Purpose:

At the Alliance Business Assistance Center (ABAC), we are committed to providing high-quality service and support to each client. To maximize our resources and ensure that we are able to accommodate all clients, we have implemented the following No-Show Policy.

Policy Overview:

Clients who schedule appointments or sessions at the ABAC are expected to attend at the scheduled time. If a client fails to show up without prior notice, it may result in limitations on future access to services. This policy helps us maintain efficient service for all clients.

1. Appointment Confirmation:

- All appointments must be scheduled in advance by contacting the ABAC directly.
- Clients will receive a confirmation email within 24 hours of the scheduled appointment.

2. No-Show Definition:

A "No-Show" is defined as any of the following:

- Failure to arrive for a scheduled appointment without prior notice of cancellation.
- Arriving more than 15 minutes late.
- Failing to cancel an appointment within the required time frame (outlined below).

3. Cancellation Notice:

If you are unable to attend your appointment, we ask that you notify the ABAC at least **2 business days in advance** to allow us the opportunity to reschedule or accommodate another client.

Cancellations can be made via:

- Email
- Phone/Voicemail

4. Consequences of a No-Show:

We understand that emergencies and unforeseen circumstances can occur. However, repeated no-shows will result in the following consequences:

- **First No-Show:** A friendly reminder of our policy will be sent to the client.
- **Second No-Show:** Clients will receive a notice and may be put on a waitlist for future appointments.

5. Rescheduling and Late Arrivals:

- If a client arrives 15 minutes late or more for an appointment, the scheduled time may be shortened or canceled to respect other clients' appointments.
- Clients are encouraged to contact the ABAC if they will be late.
- Clients who need to reschedule should do so as early as possible and must adhere to the 2 business days cancellation notice policy.

6. Exceptions and Special Circumstances:

We understand that situations may arise where cancellations or no-shows are unavoidable. In such cases, please contact the ABAC as soon as possible to discuss your situation and avoid penalties.

7. Contact Information:

For cancellations or questions about your appointment, please contact us at:

- **Phone:** 720-674-3547
- **Email:** alliance@thorntonco.gov
- **Website:** businessinthornton.com

Thank you for your understanding and cooperation in helping us serve you and other clients more effectively!