

Inclement Weather Policy

When weather makes travel to RPC unsafe or office status is uncertain, clients may choose to **reschedule to telehealth or cancel without the 24-hour late-cancellation fee applying.**

Late-cancel fees may be waived in cases of **unexpected or rapidly changing weather**, especially when clients keep appointments in good faith while monitoring conditions. We ask that clients **plan ahead whenever possible** and avoid late cancellations when weather impacts are known in advance.

Once major roads are cleared and our offices have reopened, standard cancellation policies will apply.

For appointment-specific questions, **please contact your counselor directly**. You can find their email address and phone number on our [Staff Page](#) by clicking on your counselor's photo.

Stay warm and be safe!