TAX & PAYROLL ASSOCIATES

Missed Appointment Policy

Our goal is to provide quality tax preparation services to all our clients in a timely manner. No shows, late arrivals, and cancellations inconvenience not only our staff, but our other clients as well. Please be aware of our policy regarding missed appointments.

Appointment Cancellation

When you schedule your appointment, you are holding a space on our calendar that is no longer available to our other clients. In an effort to be respectful of their needs, please cancel as soon as you know you will not be able to make your appointment.

If it is necessary to cancel your appointment, we request that you do so within 24 hours of your scheduled time. Appointments are in high demand from January through the end of April, and your advanced notice will allow another client access to that appointment time.

How to Cancel Your Appointment

If you need to cancel your appointment, you can do so by clicking the link in your email confirmation that says "Change/Cancel" or by contacting your tax preparer directly.

If your cancellation is within 8 hours of your appointment, you won't be able to complete the cancellation using our online scheduling program. Please call or email your tax preparer.

Late Cancellations/No-Shows

A cancellation is considered late when the appointment is canceled less than 24 hours before the appointed time. A no-show is when a client misses an appointment without canceling. In either case, we will charge the client a $25 missed appointment fee. No fee will be incurred if the cancellation or missed appointment is due to inclement weather, illness, or canceled by our office.