

Policies & Procedures

New Office Information

- Address: 7750 W 26th Ave Unit 4, Hialeah, FL 33016
- Office Line: (754) 302-3374
 - Calls and messages to Greg's personal cell will be directed to the new office number in order to contact Borno & Company.

Appointment Requirements

- ALL required documents must be ready at the time of your appointment (in-person or virtual).
- Incomplete or missing documents will result in automatic cancellation of the appointment, payment of cancellation fee (see below), and rescheduling in order to keep our schedule organized and respect the time of other clients.
- Virtual appointments will now be held via PHONE CALL:
 - During your appointment slot, you will receive a **call**, unless otherwise specified by Borno & Company.
 - Failure to join the phone call during your appointment time will result in an application of the late fees accordingly (see below).

Multiple Clients Booking

- If you are booking for more than one person (e.g., spouse, family member, friend, etc.), you must book separate appointment slots for each individual.
- One slot = one person/tax return.

Late Arrival and Cancellation Policies

- Late fees have been implemented this year to help us stay organized and on schedule, ensuring that all clients receive timely and efficient service:
 - **Late Arrival:** Clients arriving more than 15 minutes late will incur a late fee of \$10 and may need to reschedule (applies for in-person and virtual).
 - **Late Cancellation:** Cancellations made less than 2 hours prior to the appointment will result in a fee of \$15.
 - **No-Show Fee:** Failure to attend without notice will result in a no-show fee of \$25.



Payment and Fees

- Service fees are due at the time of the appointment unless prior arrangements have been made.
- Late fees and cancellation fees must be paid before scheduling future appointments with Borno & Company.

Confidentiality and Privacy

- All client information is kept confidential in accordance with privacy regulations.
- Documents will only be shared with authorized individuals.

Communication and Follow-Up

- Clients are responsible for providing accurate and up-to-date contact information.
- Our office will communicate via phone, email, or text regarding appointments, document requests, and follow-ups.