



ATTENDANCE/CANCELLATION POLICY

It is the intention of our therapists to be flexible in meeting client and family needs. We have established the following attendance policy as we work together to provide services to your child. Our policy is based on the importance of consistent attendance for progress, and the need to avoid unfilled appointments. This is especially important due to the number of families waiting to receive services.

- If you must cancel an appointment, please give at least 24 hours' notice. We encourage rescheduling your appointment. It is our policy that any **cancellation with less than 24 hours' notice** will result in a charge of **\$50**. These charges are not reimbursable by your insurance company and must be paid at the time of your next appointment.
- If your child is ill, communicate this to your therapist as soon as possible so we can offer your appointment time to another child. Understanding that emergencies do occur, it is our policy that cancellation due to illness with less than *3 hours'* notice will result in a **\$50** charge.
- If you miss your appointment and do not give notice, you will be charged **\$75**. These charges are not reimbursable by your insurance company and must be paid at the time of your next appointment.
- Missing more than 3 appointments in 3 months will move the client to the Flex Schedule. The flex schedule has no guarantee of availability of a preferred time slot. Clients will be offered an open time at the beginning of the week if available. Clients may also be offered same-day time slots when cancellations occur. If a Flex appointment is missed, client will be removed from the schedule.
- You will be notified as far in advance as possible when your therapist is ill, on vacation, or attending a continuing education conference. Every effort will be made to reschedule your appointments so that your child will miss as little treatment as possible.
- We understand that parents may run an errand during treatment time, but please ensure you are back in the waiting room **10 minutes prior** to the end of the session. Our therapists may want to speak with you regarding your child's progress, and our waiting room is not equipped or staffed to accommodate unsupervised children. Parents that are not back at time of pick-up will not be allowed to leave during future appointments.

Please feel free to contact us if you have any questions about this policy. We remain available to work with you and your child in making the best possible use of this important service.