



CANCELLATION POLICY

A cancelled appointment hurts three people: you child, your therapist, and another client who could have potentially utilized your time slot. Therapy sessions are scheduled in advance and are a time reserved exclusively for our clients. When a session is cancelled without adequate notice, we are unable to fill this time slot by offering it to another current client or a client on the waitlist. In addition, we are unable to bill your insurance company for sessions that are not kept.

A fee of \$100 will be charged when you miss or cancel an appointment without giving 12 hours advanced notice. This means that if an appointment is scheduled for 9:00am on a Monday, notice must be given by 9:00pm the prior night **at the absolute latest**. You can cancel your appointment by calling, texting, or emailing your specific therapist.

The **only** time we will waive this fee is in the event of a serious or contagious illness or extreme weather. If you are unsure, please contact your therapist for further guidance. Please note that this fee cannot be applied for clients with Medicaid insurance. Thus, clients with Medicaid insurance who have three or more late cancellations or missed sessions will be referred to other providers should there be an indication that the pattern will continue. Clients who are unsure if they are able to commit to 30 minutes to one hour of therapy weekly should seek services elsewhere.

Additionally, please understand that therapy should be viewed as any other important medical appointment would be viewed. While it is a time commitment, this is for your child's personal betterment and consistency is key in order to achieve this. That being said, three consecutive missed appointments without first reaching out to the therapist, attempting to reschedule, or otherwise indicating clear commitment to treatment, can result in termination of the therapeutic relationship. If you miss three or more scheduled appointments within a 60 day time period without cancelling or rescheduling in accordance with the cancellation policy of 12 hours' advance notice, the therapeutic relationship will be terminated. Your case may be reopened at any time should you so choose, however you may be placed on a waiting list if there are other clients waiting to use your time slot. This is standard practice with most therapy agencies and private practice offices.

Thank you for your understanding. Your therapist looks forward to beginning this therapeutic journey alongside you!