



## CANCELLATION POLICY

A canceled appointment hurts three people: your child, your therapist, and another client who could have potentially used your time slot. Therapy sessions are scheduled in advance and are a time reserved exclusively for our clients. When a session is canceled without adequate notice, we are unable to fill this time slot by offering it to another current client or a client on the waitlist.

**We appreciate a 24 hour cancellation notice before your appointment.** We understand that an illness can develop overnight, or an unexpected issue can occur that would make it impossible to give us this advanced notice, but we ask that you give us prompt notice once it is determined that you cannot keep your appointment.

**Illness** Please cancel your child's appointment if he or she is experiencing any of the following:

- Fever of 101 degrees or higher within the last 24-hour (even if lowered by medicine)
- Vomiting, Diarrhea, Head Lice
- Known infectious diseases (Strep Throat, Pink Eye, RSV, MRSA, Chicken Pox, etc)

The child may return to the clinic for services when any of the above are no longer present for a 24-hour period.

**Planned Absence** Please give at least one week's notice for conflicts with scheduled appointments that are due to vacation, school events, other health care appointments, etc.

**Pattern of Recurrent Cancellation** Even if proper notification is adhered to, but we see a pattern of recurrent cancellations developing, we will work with you on alternative scheduling to address the issue, which may include moving to non-recurrent scheduling (week-to-week) or a temporary hold on services until you can resolve the attendance issues. Therapy Talk reserves the right to discharge your child for poor attendance, should the issue not resolve. While it is a time commitment, therapy is for your child's personal growth and consistency is key in order to achieve this.

**NO-SHOWS** Failure to show for a scheduled appointment with no prior notification is considered a flagrant violation of our attendance policy and will result in consideration for a discharge from services.

**LATE ARRIVALS** Persistent late arrivals (2 or more) is considered noncompliance with our Attendance Policy and will lead to placing your child on a 30-day hold of services or discharge from services.