



Cancellation & No-Show Policy

Why Attendance Matters

Consistent attendance is important for your child's progress. Therapy builds on momentum and trust, and missing appointments can interrupt this growth. In addition, when a session is missed without notice, it prevents another child from receiving services during that time.

Cancellations

- We require **at least 24 hours' notice** to cancel or reschedule an appointment.
- Cancellations made **less than 24 hours before the session** may result in a **late cancellation fee of \$50**, not billable to insurance.

No-Shows

- A **no-show** is when an appointment is missed without any notice.
- No-shows may result in a **\$40 fee**, not billable to insurance.
- After **two no-shows or frequent cancellations**, we may place services on hold or discharge your child from the schedule.

We Understand Life Happens

We know children get sick, emergencies arise, and unexpected situations happen. Please communicate with us as soon as possible, we'll always work with you when we can.

If you have an ongoing schedule conflict, we're happy to discuss options to best support your family and your child's care.

How to Cancel or Reschedule

You may cancel by:

- Calling or texting: (910) 621-5905
- Messages received outside of office hours will be time-stamped for the next business day.



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Acknowledgment and Signature

I have read and understand the Cancellation & No-Show Policy for Hand in Hand Therapy. I agree to communicate proactively about appointments and accept responsibility for any applicable fees.

Child's Name: _____

Parent/Guardian Name: _____

Signature: _____ **Date:** _____