



Cancellation/Rescheduling Policy

Cancellations:

Upon cancelling an appointment session, clients must reschedule a make-up session within two weeks or incur the cost of the missed session (\$65).

Multiple cancellations:

The RTC reserves the right to suspend services for clients who “no show” without rescheduling or cancel multiple times without rescheduling.

No-shows:

Clients who simply do not show up for their appointment will be charged the full \$65 fee. Our staff are prepared, waiting, and paid regardless of whether you show up, so a fee is necessary.

Additional Policies

The RTC reserves the right to suspend services for clients who do not pay their invoice within 2 weeks.

Let us Help

We understand that no one is perfect! So...

- If you believe that you have been billed in error, contact the Reading Therapy Center ASAP and we will fix it!
- If you are struggling financially due to something unexpected but an invoice is due, just let us know – we can discuss options; we’re on your team and here to help.
- If you have a last-minute cancellation and forget to reschedule, just let us know and we’ll find a date for rescheduling.

Our goal is to provide consistency, both for the business and for the fidelity of your child’s reading program. Please contact me directly if you have questions or special requests.

The Reading Therapy Center is honored to serve your family. Thank you!

Best regards,
Miss Tina and the RTC team