



UPDATED CANCELLATION POLICY

As of January 1st, 2019

Families are responsible for attending their speech and language therapy or occupational therapy sessions as scheduled. In order to retain your weekly scheduled spot, families must maintain at least an 80% attendance rate as measured within a given 3-month period, or risk losing their appointment spot.

In the event of a cancellation, families should provide as much notice as possible.

“Non-emergency” cancellations require 24 hours notice and include vacations, pre-planned medical appointments, family events, parties, sporting events, lack of babysitter or anything that is not designated as “emergency.” If the session is not canceled prior to 24 hours before the session, families will be responsible to pay a \$30 cancellation fee for the missed session.

“Emergency” cancellations are accepted only for illness (fever within the last 24 hours, strep, unidentified rash, diarrhea, vomiting, or any contagious illness), illness of a family member, or death in the family. In the event of an emergency cancellation, families are responsible for notifying the clinic on the day of the appointment to avoid a cancellation fee of \$30. After 3 emergency cancellations, families will be charged a \$30 cancellation fee for any subsequent emergency cancellations within a calendar year.

Cancellation Line: (734) 369-6002