



Cancellation and Tardiness Policy

Please review the guidelines below regarding the cancellation and tardiness procedures.

Cancellation Policy:

Your therapist has reserved valuable time, prepared for the session and blocked out all other activity and other patients during this time. No-shows, or last-minute cancellations are a disruption to the therapeutic process.

A missed therapy session with less than 24-hour notice will incur a charge at the full session rate, unless the appointment is rescheduled within the same week.

If you leave a voice message, we suggest that a follow-up call and email be made during regular business hours to ensure that the message has been received. If there are more than three absences without proper notice in a period of six months, your appointments will be placed on hold.

Tardiness:

If you anticipate being late for your appointment, please inform your therapist. **If you are more than 15 minutes late, the session will be cancelled, and the full rate of the session will be charged.**

Illness: Please call the clinic as soon as you know that you or your child may miss the scheduled session.

I have received a copy of the Cancellation/ Tardiness and Illness Policy.

Client/Parent or Guardian

Date