



CANCELLATION & NO SHOW POLICIES

It is our desire that your child makes the maximum progress possible while receiving services at home, daycare, school, or at the *Children's Evaluation and Therapy Center*. Our policies are designed to promote and encourage consistent, punctual attendance for each child's services. We hope you will carefully review the information below and support us in our effort to ensure that your child makes continuous progress throughout the course of the treatment period.

Tardiness or Late Arrival

We value our clients' time and require, out of courtesy to other clients and our staff, that all clients arrive promptly for all consultation, therapy, academic support, and/or all other appointments. If your child arrives late for his/her session, then his/her session will be shortened accordingly and full session fees will be charged. We encourage you to ensure that your child arrives to each session timely and that he/she is prepared to actively participate in sessions. Parents are required to wait in the waiting area throughout the scheduled session. For liability reasons and because of our commitments to other clients, we will not be able to supervise your child after sessions are completed. If appointments, other than therapy or academic support, are scheduled for your child or you, and you arrive later than ten (10) minutes, then please note that depending on our staff's schedule and availability, your appointment may need to be rescheduled and you may be charged a cancellation fee for the missed appointment.

Cancellations

Each of our clients has specific therapy session times that are reserved for him/her. Because consistency is important for your child's progress, it is very important that, with the exception of illness or unforeseen emergencies, cancellations be avoided. In the event that it is necessary for you to cancel a visit, session, or any other scheduled appointment (e.g., evaluation, consultation, and Quarterly or progress reviews) for your child or you, then you must notify (by email or phone) our office administrator **no later than 6:00 p.m. on the day before your next** scheduled appointment. Earlier notice will be greatly appreciated. If you provide notice to cancel an appointment **after 6:00 p.m. on the day before your next** scheduled appointment, then you will be assessed a "late" cancellation fee of \$55. If you phone our office and no one is available to receive your call or you phone after hours, then you should leave a phone message indicating your name and child's name. Our answering machine will record the day and time of your call. To avoid unnecessary cancellations, we suggest that throughout the course of our services you reserve your child's session time and/or your appointment times strictly for that purpose. Please avoid scheduling other appointments or activities that negatively impact your ability to a) ensure that your child reports to all sessions timely to receive his/her full sessions and/or b) arrive timely for your appointments.

No Shows

Because our provider's must plan and prepare for each therapy session and cannot service another child during your child's reserved session time, if your child does not show for his/her therapy session, then you will be charged the full therapy session fee. The full fee will be assessed for each no-show.

Please note that chronic tardiness, cancellations, and/or no shows may result in a discontinuation of services at our Center's discretion. All Center fees are subject to change as are our policies and procedures.