



Monday, October 15, 2018

Updated Cancellation Policy

This policy has been updated as of 10/15/18:

All cancellations require 24 hours notice. Any scheduled appointment where the client does not attend and does not give notice of cancellation will be considered a “no show” and will be charged the full fee of \$130.00 for the session. Any cancellations that happen After 12:00pm (noon) on the day of the scheduled session will also be considered a “no show” and will be charged the full fee of \$130.00 for the session. Any scheduled appointment where the client or parent gives less than 24 hours notice but notice is given before 12:00pm (noon) on the day of the scheduled session will be known as a “same day cancellation”. Same day cancellations will be charged a cancellation fee equal to half the full cost of the session: \$65.00. New clients will be given a courtesy one time fee waiver which can be applied to one same-day cancellation OR one no show session after which this policy will be reviewed in session or mailed to your home. Any fees will be due at the start of your next session and will not be billed to any other party. A bill will be mailed to you so you are clear about any fees that are owed. If you no show or late cancel two consecutive standing re-occurring appointments all subsequent appointments will be cancelled, your reoccurring space will be made available to the next client on the waiting list, and you will need to call or text and schedule your next appointment. If you are a current or continuing client and have already had a courtesy fee-waiver applied to your account this policy update does *not* grant an additional fee-waiver.

I understand and agree to this cancellation policy.

(Client Name)

(Client Signature)

(Date)

Do not write in this box. For office use only.

_____ Client has used his/her grace period of one same-day cancellation OR one no-show session.