



www.sunnyspeech.com
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Cancellation/No-Show Policy

Regular attendance is imperative for our services to be effective and beneficial for our clients. For goals to be accomplished, presence and engagement in therapy is necessary. Our therapists make every effort to accommodate client's schedules when making appointments. Irregular attendance costs both the therapist and the company time and money. It is therefore the responsibility of the parent/guardian of the client to attend all appointments. Please communicate with your therapist to create a realistic scheduling system that will be effective for you and your family. If you find a cancellation or rescheduling necessary, please contact your child's therapist directly as soon as possible.

Cancellation Policy:

We request that if you must cancel your appointment, that you give your therapist 24 hours' notice to allow for rescheduling of sessions. If you contact your therapist within 24 hours from the scheduled appointment time it is considered a cancellation. We understand circumstances arise, however, communicating with your therapist as soon as possible is extremely important. After the first cancellation, the therapist will contact you to reschedule. If **3 appointments** are cancelled within 24 hours notice, the therapist reserves the right to remove the client from her schedule. The 3 appointments cancelled also include "No-Shows" (see below for further explanation of a "No-Show"). This means that the client will no longer receive services from Sunny Speech Inc.

No-Show Policy:

If you do not call to cancel at least 2 hours prior to your scheduled appointment or if the therapist arrives to the client's home/daycare and the client is not present, it is considered a "No-Show"

- After the first No-Show, the therapist will call/text to reschedule and our office manager will contact you to remind you of our policy
- After **2 No-Shows**, therapy will be discontinued and the client will no longer be able to receive speech therapy services with Sunny Speech Inc.
- If the client is more than 10 minutes late to the scheduled therapy session, it is considered a No-Show as well

If you are going on vacation or will be out for an extended period of time, please let your therapist know more than 48 hours from your scheduled appointment time. If you will be out more than 2 weeks, your scheduled therapy times are subject to change according to the therapist's availability.

I acknowledge the receipt of this cancellation policy:

Parent/Guardian Signature: _____ Date: _____