



Cancellation Policy 2024

CANCELLATIONS:

If you need to cancel an appointment, please immediately call your therapist directly.

Therapy sessions are scheduled weekly or bi-weekly with a dedicated therapist who will be prepared to treat your child during the scheduled time. This time is determined based on the availability provided by the family. Change requests will be accommodated based on the therapist's availability. We have made an effort to make the following policies fair to families by providing a number of sessions that may be pre-cancelled with a minimum charge, holiday exemptions, and make up opportunities. The policies also take into consideration the needs of the therapists' so that they may use their time productively. We also wish to avoid exposure to illness for the therapists and other clients. **It is our goal to reschedule all missed appointments regardless of the reason for cancellation because we believe consistent therapy is the most effective way to make progress toward goals.**

Families are permitted to miss 2 scheduled appointments, provided 24 hours of notice is given, during each of the following seasons:

- 2 cancellations between January 1 and May 31
- 2 cancellations between June 1 and August 31
- 2 cancellations between September 1 and December 31

*If your child is scheduled bi-weekly, 2 additional sessions will be permitted per season. A **“no show”** or last-minute cancellation (less than 24 hours of notice) will be charged at **100%** of the regular therapy rate and will count toward the allotted cancellations in the trimester.

Missed **group sessions** are not refundable unless otherwise stated on the registration form.

Dyads: The rate for dyads or small groups is based on 2 or more children attending the session. For a dyad, if one child cancels due to illness the other family can choose to forgo the session (provided there is time available to notify the family) and this will be counted as one of their misses. Or, they may attend the session at the individual hourly rate.

We will do our very best to offer make-up sessions based on the therapist's availability. Saturday sessions will be offered 1-2 times per month to accommodate missed sessions. In this case, your child may be seen by a different therapist.

If schedule change requests in excess of 4 per trimester are requested, the dedicated treatment time may be forfeited and the client discharged.

If a family cancels a session and the session is not rescheduled during the same trimester, a \$60 fee will be charged.

Cancellations that exceed the allowed misses for the trimester (2) will be billed at the regular therapy rate.

Holidays: These holidays are not considered “missed appointments”, however it is up to the discretion of your therapist to offer appointments on these dates. They will confirm the schedule in advance and it is optional for your child to schedule an appointment on these dates. If an appointment is scheduled on a holiday, the cancellation policy applies.

New Year’s Day	Thanksgiving Day
Memorial Day	Friday after Thanksgiving
Fourth of July	Christmas Day
Labor Day	The week between Christmas and New Years

*If you have a religious holiday that may interfere with your scheduled appointment, please notify us in advance so we can offer a make-up time.

ILLNESS:

Providing a healthy environment for our therapists and your child is a top priority. We understand that sometimes illness comes on suddenly and there is not opportunity to cancel within 24 hours. If your child has a fever within 24 hours of their scheduled appointment time, please cancel the appointment. If they are vomiting, have pink eye, diarrhea or other contagious illness please cancel their appointment immediately. If your child has clear mucus or a runny nose, mildly reduced energy, no signs of being contagious, or a minor injury, your therapist can usually adjust the session to meet your child’s therapeutic needs by limiting physical activity. **Cancellations for illness concur with the outlined cancellation policy in section B.**

If your child has a prolonged illness or misses in excess of 4 sessions per season for any reason, their standing appointment may be forfeited. Every effort will be made to re-schedule your child when they are able.

If you have questions regarding these policies, please contact Teri at (408) 891-3119. Thank you!

DISCONTINUATION OF THERAPY:

The decision to discontinue therapy is usually made jointly with the parents and therapist when the child has made significant progress toward their goals and there is a plan in place for transition to community-based activities, other support systems, or a home or school program. If a parent needs to discontinue therapy prior to meeting this joint agreement, they are required to give notice of a minimum of 2 full weeks. This will allow the therapist time to prepare the discharge documentation, create a plan for closure with the child and family, and to be sure there is a plan in place to support the child’s ongoing needs by creating home or school support plans, making community recommendations, and offering the parents any needed support or referrals.

The parents are financially liable for the sessions that are scheduled during the two-week time period regardless of the circumstances.

Therapy may be discontinued if a client requests more than 4 schedule changes within a trimester. Consistent treatment is essential for us to meet the plan of care goals for our clients. This policy ensures that children who are not on track to meet their plan of care, due to lack of frequency move on and allow families from our waiting list to come in for service.