



CANCELLATION POLICY revised 03/17

Regular attendance is essential for your child's growth in therapy. However, there are times when the cancellation of an appointment is necessary.

- No fee for cancellations made with 24-hour notice.
- CSLS, Inc will excuse 2 cancellations made with less than 24-hour notice every 6 months (January – June; July – December per calendar year) without a charge. The following charges listed below will apply after the 2nd cancellation in a 6 month period.
 - Cancellations for therapy session made with less than 24-hour notice, but more than 4 hours notice, will be charged at 50% of their therapy session fee.
 - Cancellations for therapy session made with less than 4 hours notice will be charged at 100%.
- Late cancellation (less than 4 hour notice) or NO SHOW for initial evaluation/consultation will be charged at a flat fee of \$74 (30-minute charge)
- Exceptions to this charge policy will be considered if the client makes up the session at a time available in your SLP's weekly schedule, and if scheduled prior to the next regular therapy session.
- **All cancellations will be billed directly to the client; no cancellations will go through your insurance company. It is required that you have a credit card on file with this office for cancellation/no show fees.**
- **Our answering machine is on 24 hours per day to stamp the time of your call. You can call at any time during the day or night to notify Children's Speech & Language Services, Inc. that you need to cancel your child's session. Or arrange to email your SLP directly as it will provide documentation of date/time sent.**
- **If you have 3 consecutive late cancellations (cancellation with less than 4 hours notice or NO SHOW) or 3 such late cancellations in a 3 month period, you will forfeit your weekly therapy slot. You will be put on the current waiting list until a time convenient to your scheduling needs opens. There is no guarantee that you will be reassigned to the same SLP on staff.**
- **If your family takes an extended vacation exceeding 3 weeks, your therapy time slot will be forfeited. CSLS, Inc. cannot hold a therapy slot for more than 3 weeks in any of our SLPs' schedules. You will be put on the waiting list for an open weekly therapy slot once you and your family have returned to the area and are available for weekly therapy sessions.**

By signing below, I acknowledge receipt of 03/2017 Children's Speech & Language Services, Inc. cancellation policy and agree to the terms stipulated above.

Credit card holder's signature

Date

Name as it appears on credit card: _____

Please print clearly

Credit card # _____

Credit card expiration date: _____ CVC # _____

Child's name: _____