



CANCELLATION POLICY revised 01/18

Regular attendance is essential for your child’s growth in therapy. However, we do understand there are times when the cancellation of an appointment is necessary. Please carefully read our cancellation policy.

- No fee for cancellations made with 24-hour notice.

**CSLS, Inc will excuse 1 cancellation made with less than 24-hour notice annually without a charge. The following charges listed below will apply following the 1<sup>st</sup> cancellation.**

- 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%.
- **Initial Evaluation/Consultation - Late cancellation (less than 4 hour notice) or NO SHOW 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 be submitted to your insurance company.**
- **It is required that you have a credit card on file with this office for cancellation/no show fees. I understand that CSLS, Inc. will charge the credit card listed on my Insurance Payment Policy (Insurance Payment Policy, Kaiser, Cigna, Tricare) form or the credit card given at the time of my scheduled appointment for any 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 cancellations and/or 1 no show 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 weekl therapy sessions.**

**By signing below, I acknowledge receipt of 2018 cancellation policy and agree to the terms stipulated above. Both parents must sign this form to indicate understanding of our cancellation policy.**

\_\_\_\_\_  
Parent signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent signature

\_\_\_\_\_  
Date

Child’s name: \_\_\_\_\_