



## CANCELLATION POLICY Rev 5/2017

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-hr. notice.
- 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%..
- Exceptions to this charge policy will be considered if the client makes up the session at a time available in the therapist'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.**
- **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 and Language Services of Springfield that you need to cancel your child's session.**
- 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 cancellation policy and agree to the terms stipulated above.**

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