



## CANCELLATION POLICY

revised July 2018

If you need to cancel an appointment, please **immediately call your therapist** directly and leave a voice message on her/his clinic extension at (650) 323-0805.

### Late Cancellations

A 24-hour cancellation policy is maintained. Unless an appointment is cancelled at least 24 hours in advance, it will be charged as scheduled.

We do make one exception to the 24-hour rule: if the child who has the therapy appointment is ill, there will be no charge as long as you notify us as soon as you know that the child is ill. Regrettably, if notified *less than two hours* before the session, we will charge for the full-session, given the therapist has not only saved this time for your child, but has already engaged in planning and preparing for the treatment session. If a makeup session is scheduled, there will be a charge for both the cancelled session and the makeup session.

INITIALS \_\_\_\_\_

ILLNESS: Providing a healthy environment for our therapists and children is a top priority. Please cancel if your child has had, within 24 hours of the therapy appointment, a fever, vomiting, diarrhea, conjunctivitis, exposure to lice or any other contagious condition. We do not want to expose others. If your child has some congestion (without discharge) and only slightly reduced energy, the therapist can generally work on less physically demanding tasks for that session.

We recognize that there are other times when late cancellations are unavoidable, but considering we do save this time exclusively for your child, we appreciate your understanding that we must bill for it.

### Sessions Cancelled in Advance

We are committed to providing consistent therapy sessions in order to maximize your child's progress to reach his/her therapy goals. To that end, we reserve a regular therapy time each week exclusively for your child.

While this consistency is a priority, we also want to make the policy workable for families by providing a number of sessions that may be cancelled in advance (i.e. more than 24 hours) without a charge, as well as the possibility of makeup sessions. The policy also takes into consideration the needs of the therapists so that they may use their time productively. The following policy reflects these priorities:

**Families may miss 2 scheduled appointments without charge, provided 24 hours' notice is given, during each of the following two "seasons"** (therapists' absences excluded):

- 2 cancellations January 1 - May 31
- 2 cancellations September 1 - December 31
- The summer months from June 1 to August 31 are exempt allowing for greater flexibility for summer trips, etc.

INITIALS \_\_\_\_\_

(Please note: If your child is regularly scheduled for two sessions per week, 2 additional missed sessions will be permitted per season without charge.)

Cancellations *not due to illness* that exceed the number allotted for the season will be billed at the regular therapy rate. If the regular therapist's schedule allows, a makeup session can be scheduled within that season *at a time other than the regularly-scheduled therapy time* (based on the therapist's availability).

- If the makeup session is scheduled as a result of the first or second missed appointment, the missed appointment will not count toward the total of missed sessions for that season.
- If the missed appointment exceeds the two “no-charge” appointments for that season, and is therefore charged to your account, there will be no additional charge for a makeup session. Again, the opportunity to schedule a makeup session depends on the therapist's availability.

If your family finds it necessary to take a longer break from therapy sessions within one of the two seasons (and is not able to make up these sessions either beforehand or after), we cannot promise to hold your session time, and we will make that available to other families as needed. If another child fills that time, we will do our best to find a new time that fits your scheduling needs upon your return to therapy.

INITIALS \_\_\_\_\_

#### **Exempted Holidays**

Cancellations on these holidays are not considered “missed appointments.” However, it is up to the discretion of your therapist to offer appointments on these dates. She/he 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, the cancellation policy applies.

- New Year’s Day
- President’s Day
- Memorial Day
- Labor Day
- Thanksgiving Day
- The Friday after Thanksgiving
- Christmas Day or Hanukkah
- The week between Christmas and New Year’s Day

\*If you have a religious holiday that may interfere with your scheduled appointment, please notify us in advance so we can schedule a makeup time.

**I have read PlaySteps’ cancellation policy and agree to remit for scheduled appointments as described in the policy above.**

Parent’s signature \_\_\_\_\_ Date \_\_\_\_\_

## Overview

### Cancellations in advance and late cancellations:

<b>MISSED SESSIONS</b>	<b>1-2 missed session per season</b>	<b>3+ missed sessions per season (5+ if seen twice a week)</b>
Cancellations in advance for any reason other than illness (24 hours or more)	No charge Eligible for a makeup session	100% of session fee Eligible for a makeup session at no additional charge, as the session was already paid for.
Late cancellations (less than 24 hours)	100% of session fee. Since the session is already paid for it is not counted as a missed session for the season	100% of session fee. Since the session is already paid for it is not counted as a "missed session" for the season.

### Cancellations for illness:

Sick and called with 24 hours or more notice	No charge Not counted as a "missed session"
Sick and called <u>as soon as the family knew their child was ill and with 2-24 hours' notice</u>	No charge Not counted as a "missed session"
Sick and called with less than 2 hours' notice	100% of session fee If a makeup session is scheduled, there will be a charge for both the late-cancelled session and the makeup session. Not counted as a "missed session"