



## Cancellation Policy

Sensory KIDS is committed to providing exceptional care and support to the children and families we serve. Our therapists are dedicated to using best-practice and evidence-based methods to help your child reach goals and feel successful. That means putting time and effort into planning each individual session. ***Please respect our dedication by committing to scheduled appointment times and agreed upon treatment plan and schedule.***

Unfortunately, our work will not be effective if therapy is inconsistent. For this reason, as well as the financial constraints placed on our clinic and therapists, ***a \$50 late cancellation fee*** will be charged for appointments that are cancelled with less than 24 hours notice. ***An \$88 fee will be charged for missed appointments with no notice*** (No Show). Please note that if you are able to reschedule a cancelled appointment within the week there will be no charge.

We understand that illnesses occur, and it's not always possible to give 24 hours' notice. However, we ask that you contact us as soon as you can so that we may fill the cancelled appointment time. We do ask that you cancel appointments if your child is vomiting or has a temperature over 100°. There will be no cancellation fee for illnesses.

In the event of inclement weather, it is the client's responsibility to call the clinic to determine if the clinic is closed, or if opening is delayed. Families may cancel treatment if they do not wish to travel because of inclement weather; however, a \$50 late cancellation fee will be charged for missed appointments with less than 24 hours' notice. Please note that there will be *no charge* if the clinic is closed.

Please inform us of vacation plans as far in advance as possible so that we may fill your child's appointment times. If 3 consecutive appointments are missed/cancelled, it will result in the termination of scheduled treatment times.

We usually have a significant waiting list of people looking to get in for services therefore we ask that you stay committed to the program and respect our cancellation policy.

## Late Arrival Policy

We ask that you arrive on time and prepared for you or your child's scheduled appointment. Should you arrive more than 15 minutes past the scheduled start time, the appointment will be cancelled and you will be **charged a \$50 late arrival fee**.

This policy is in place as therapy is not effective if not given the full amount of scheduled time. Sessions cannot be extended, as another appointment is scheduled following mine. We ask that you respect the therapist's time, as well as your own and make sure to check traffic reports and allow yourself plenty of time to get to your appointments.

**Please note that the following fees are 100% patient responsibility:  
Late Cancellations, No Shows, and Late Arrivals**

## Consultation Policy

We strongly believe in parent involvement and education. Therefore, we consider parent meetings to be an essential component of our therapeutic process. The effects of therapy are best maintained when families are familiar with the reasoning behind our therapy, and therefore able to carry over strategies at home.

We encourage adult-only parent meetings. This is especially important after the initial evaluation, or at the start of therapy. This time is used to review evaluation findings and discuss your child's goals. We understand that it is not always possible to schedule meetings in person, due to scheduling or financial conflicts. For this reason, we offer **15-minute** phone consultations free of charge. Each additional 15 minutes spent on a phone consultation will incur a \$35 charge.

Our sessions are scheduled on the hour or ½ hour, and are 50 minutes in length. 10 minutes may be used as a brief consultation time with the therapist. We ask that you connect with your therapist at the beginning of the session, as transitions out of the clinic are often difficult, and are an important part of the therapeutic process.

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We do our best to meet the diverse scheduling needs of each family; however, we are a small business with financial constraints. Thank you in advance for your understanding. We appreciate your support.

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Parent/Client/Guardian Signature

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Date