Capable Kids of the North Shore

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**CANCELLATION POLICY**

A specific therapy appointment day and time is reserved for your child. Consistent attendance is imperative for your child’s progress and achievement of therapy goals. Please manage your personal calendar around your scheduled appointment(s).

**Appointment Cancellations**

**Non-emergency** cancellations require 24-hour minimum notice. Examples include vacations, scheduled medical appointments, lack of childcare or other similar things. Please text or call (847) 830-5008 and leave a voicemail message.

**Emergency** cancellations are accepted only for your child’s illness (i.e., a fever, strep, vomiting/diarrhea, or any highly contagious illness), illness of a family member, or a death in the family. Please text or call (847) 830-5008 and leave a voicemail message by 8:00 a.m. when cancelling an appointment for these reasons.

**Inclement Weather** Please text or call (847) 830-5008 and leave a voicemail message by 8:00 if you choose to cancel based on weather conditions.

Your courtesy in adhering to the above policies is appreciated!

Unapproved cancellations of appointments will result in a $75.00 cancellation fee, charged to you, not your insurance, and will appear in your next statement. Capable Kids reserves the right to terminate therapy for excessive appointment cancellations.

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (print name) have thoroughly read the Capable Kids Cancellation Policy and authorize Vicki Abrams-Kelly to use the payment information on file.

I also acknowledge that missing 25% of sessions in a two-month time period may result in losing my reserved weekly therapy appointment.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_