



ATTENDANCE & CANCELLATION POLICY

Appointment times are designated specifically for you or your family member. To get the most out of each scheduled visit, it is important to arrive on time and to attend sessions consistently.

- 48-hour notice is required to cancel or reschedule an appointment or a \$40 late cancellation fee will apply.
- Clients will be charged the full cost of the session for cancelling with less than 4 hours' notice or for missing an appointment without prior notice (no-show).
- Late arrivals (less than 15 minutes) will result in forfeited time. As a consideration to the clinician and all clients scheduled after you, appointments must end on time so the treatment space is cleaned up, set up, and ready for the next appointment. Both the client and the clinician have a few minutes grace period at the start of a session, though every effort should be made to start on time.
- Sessions will be cancelled if the client is 15 or more minutes late; cancellation fee will apply.
- Clients must attend at least 4 out of every 5 scheduled sessions. If attendance falls below 80%, the client may be removed from the schedule and placed on a wait list. Appointments cancelled due to arriving more than 15 minutes late count towards overall required attendance.
**This policy will be enforced especially with after school times (i.e., anything after 2:30pm).*
- Teletherapy (video visits) is available to avoid cancelling or rescheduling a session. In-person sessions are preferred as they are more effective. Please reserve teletherapy for prohibitive circumstances only.

Fees may be *waived* for the infrequent occurrences of serious injury or hospitalization, contagious illness, or family emergency. Emergency situations will be excused 1-2 times within 6 months.

Ann Arbor Speech & Language Therapy Center, LLC offers appointment reminder texts and emails as a courtesy, but each client is ultimately responsible for managing their scheduled appointments.

Please keep in mind that chronic late arrivals and cancellations are disruptive to the continuity of treatment. This interferes with the client's progress toward goals and ultimately extends the duration of treatment. Consistent attendance helps avoid increases in service fees as well. Please communicate with us if there are issues that interfere with attendance or scheduling, and we will work with you to find a solution. *When you show up, we will too!*