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## Cancellation and Sickness Policy

We understand that unanticipated events happen in everyone's life. However, in our desire to deliver effective therapy for your child, remain fair to all our clients, and out of consideration for our therapists' time, we have adopted the following policies:

- **24 hour advanced notice is required when cancelling an appointment.** The only exceptions to this policy are true emergencies such as sudden sickness, hospitalization, or familial death
- For the safety of our staff and other more medically involved patients, **we define sickness as running or stuffy noses with yellow or green mucus, phlegm producing coughs, vomiting, diarrhea do to illness, temperature 100 degrees or over, or any type of infection that is contagious (e.g. pink eye, cold, flu, hand foot and mouth disease, etc.).** If your child is on antibiotics, we ask that your child does not come in for treatment until your doctor has deemed your child safe for being in public. If any or all of these symptoms occur, we urge you to not bring your child in for therapy until the symptoms discontinue at least 24 hours prior to their appointment.
- We recognize that some are more medically involved than others. If you must cancel your child's therapy session due to a conflicting appointment please work with us on rescheduling your child within the same week; if rescheduling is not an option and we are not given the required 24 hour notice, you will be charged a no-show fee that must be paid prior to your child's next appointment
- **No-shows.** Anyone who forgets or intentionally forgoes their appointment for any reason other than the exceptions above will be considered a "no-show". If this occurs, the \$25 no-show fee will be charged to your child's account to supplement your therapist's time. If you are unable to give us a 24 hour advance notice you will be charged a no-show or late cancellation fee. **Your child will not be able to be seen until no-show fees are paid in full prior to their next scheduled appointment.**
- If you must cancel, **please contact our office at (208) 442-2525; if no one is available, leave a message for confirmation purposes and we will call you back as soon as we receive the message.** If you reschedule and keep an appointment within the same week, you will not be charged the \$25 no-show fee. If you cancel or no-show **twice in a 30-day period**, your preferred appointment time is longer guaranteed. After **three unexcused absences**, your child may be removed from our schedule completely.

Our office does cancel appointments occasionally when a therapist is ill, has conflicting medical appointments of their own, or is attending a course to further their education. We will do our best to keep these to a bare minimum and you will not be charged a no-show fee if this occurs and try to reschedule your child that same week if possible.

**We look forward to serving you and your family!**

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Signature- Parent or Legal Guardian

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Date