



DISCOVERY PLAY

Dear Parent(s)/Guardian(s),

In order to better serve our clients, **it is necessary to enforce** a policy regarding **cancellations/missed appointments**.

We understand situations arise and children become ill, but 48 hours' notice is required as stated in the intake paperwork. Your insurance will NOT pay for cancellations or no shows. You will be responsible for the full amount of the session (\$150.00) if you don't cancel during the 24 hrs.

We have a waiting list for clients in need of services and willing to commit themselves to help their children to improve their quality of life.

When clients miss appointments, not only are we not compensated for lost productivity, but consistent, trackable progress is not made.

Therapy for children and families is a long process, but consistency is key to making changes.

Unfortunately, after 3 missed appointments, your case will be subject to closure, and your appointment time assigned to families awaiting counseling. Thank you for understanding.

I have read again and understand the policy regarding cancellations/missed/no show appointments.

Parent(s)/Guardian(s) signature

Date