SENSABLE *kids*

Cancellation Policy

Our therapists work with many children throughout the week and don't always have the flexibility to change their times or days on short notice. We ask that you provide at least 24 hours' notice if you need to cancel or reschedule the appointment. If sessions are frequently cancelled, your therapist may choose to give your time to a new client and you *may* be bumped to a non-preferred time. We consider a frequent canceller to be 25% of the sessions or more are cancelled. If your child is seen one time per week and one or more session is cancelled each month for consecutive months, you will be considered a frequent canceller. We do make exceptions for illness, vacations and specialty appointments. However, we also ask that you use your best judgment when considering whether your child is healthy enough for therapy and not cancel for minor things. If your child is obviously sick with fever, vomiting, or diarrhea within last 24 hours, we ask that you cancel. However, if your child has a cold and is playing and generally happy, therapy can continue as usual.

If you fail to give your therapist notice that you need to cancel, your appointment will be considered a no-call/no-show and a $100 charge will be applied. If you fail to give the office 24 hours' notice that you need to cancel or reschedule, a $50 cancellation fee will be applied. If your child wakes up sick or in case of inclement weather, please contact the office at 773-697-7333 or email the at office@sensablekids.com before 8:30am. Each circumstance will be taken into consideration before assessing a late fee.

At times, we may need to reschedule appointments to accommodate IFSP meetings, continuing education, or other mandatory meetings. We commit to providing you advanced notice should we need to cancel or reschedule the appointment. We will do our best to maintain your child's recommended frequency.

Please feel free to contact our office with any questions regarding this notice.

Please keep this policy for your records.

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