



## CANCELLATION POLICY

### LATE CANCELLATION, NO SHOWS, AND ASSOCIATED FEES

General Policy Statement: Connect Pediatric Therapy, LLC recommends an intensive approach to therapy, however, we understand that not all of our families can accommodate this in their busy schedules. Following the first parent meeting with your therapist, an ongoing treatment schedule will be established based upon the availability of both the therapist and your family.

Appointment Reminders: Families will receive a reminder email and/or text regarding all appointments. Connect Pediatric Therapy asks that families follow-up by phone or email if their child's session needs to be postponed or canceled.

Inclement Weather Policy: The clinic often follows Lincoln Public School closure, but not always. Families will receive an email to confirm whether the clinic is open or closed anytime LPS closes school. Closures will also be updated on our Facebook page.

Discharge of Services: We understand that abrupt endings to therapy may occur in the face of difficult financial situations or life events, but we do ask that families provide at least a 48-hour notice prior to their child ending, so the therapist may prepare the next session for a transition out of therapy.

Late Cancellation Fee: Your child is scheduled for a specific appointment time. Sessions cannot be extended as they are booked back to back. If you arrive late for your child's appointment you will be billed for the entire session. **There is a \$120 fee for missed appointments or those canceled less than 24 hours before appointment time.** If a family cancels the appointment due to illness the fee is waived.

Illness policy: If your child or someone in your family is sick with a temperature above 100 degrees, a cough or has vomited in the last 24 hours please call and cancel your appointment. As a general rule: if your child does not attend school, preschool or daycare that day-then they should not come to therapy either.

Please call [402-413-1356](tel:402-413-1356) or email [info@connectpediatrictherapy.com](mailto:info@connectpediatrictherapy.com) for any scheduling changes. Thank you!