



■ ■ ■ **Arlene F. Rubin, M.A., CCC-SLP**
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CANCELLATION POLICY
Effective January 2, 2009

NON-EMERGENCY: 24 HOURS NOTICE REQUIRED (SATURDAY APPOINTMENTS BY 7 P.M. FRIDAY NIGHT)

This includes vacations, pre-planned doctor's appointments, family events, parties, recreational events, lack of baby-sitter, car trouble etc. This includes anything that is not designated by "emergency" (see below). The session **must** be cancelled with 24 hour notice, or by 7 P.M. Friday night for a Saturday appointment. If the session is not cancelled with 24 hours notice it will be billed at the full therapy rate. If your school or any other third party is responsible for payment, these missed sessions will not be covered and the family will be responsible for the missed session fee.

EMERGENCY: MONDAY-FRIDAY APPOINTMENTS CANCEL BY 10 A.M., EMERGENCY: SATURDAY APPOINTMENTS CANCEL BY 8 A.M.

Emergency cancellations are due to illness, death in the family, illness of a family member, or non-planned doctor appointments. These must be cancelled by 10 a.m. on the day of the therapy appointment, or 8 A.M. on a Saturday. If your child does not go to school, you must call our office by 10 a.m. to cancel the appointment. It is understood that on some occasions children are sent home from school late in the day. You will need to contact us immediately to cancel your appointment. Any appointments not cancelled will be charged the full therapy rate.

INCLEMENT WEATHER: MUST BE CANCELLED 3 OR MORE HOURS IN ADVANCE OF APPOINTMENT

In the event of inclement weather, our office makes an early determination whether we will be closed or remain open. If the office will be closing, a staff member will contact you. However, if our office remains open, you must follow the cancellation policy for inclement weather. If you are not planning on keeping your appointment, you must contact our office at least 3 hours prior to your scheduled appointment. Appointments not cancelled within this time frame will be charged.

CHRONIC CANCELLATIONS

If cancellations become excessive for non-emergency purposes, the client may lose his/her weekly time slot in the therapy schedule. If 3 out of 4 appointments in any 4 week time span are cancelled, you may be asked to surrender your time slot (for individual and group appointments).

IMPORTANT NOTICE

Our office does not follow the same calendar as the school systems. If there is a day off, on session day or early dismissal at your child's school, please do not assume that we are closed. All clients will be notified in advance of any office closings unless it is an emergency or sudden event beyond our control. If you are not planning to keep your scheduled appointment, you must notify this office with the appropriate notice according to the above cancellation policy.

PLEASE SIGN THAT YOU FULLY UNDERSTAND AND ACCEPT THIS POLICY AND KNOW THAT IF YOU DO NOT FOLLOW THESE RULES YOU WILL BE SUBJECT TO CANCELLATION FEES.

Client's Name (Please Print)

Date

Signature (Parent/Guardian Sign and Print name if client is a minor)

Relation to Client