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Our primary focus is to improve the quality of life of all children with special needs and their families. Consistent attendance is necessary to maximize progress. We have instituted a fair cancellation policy as follows:

Cancellation Policy:

If for any reason your child will be unable to make their scheduled appointment time, a 24-hour notice must be given to your therapist or to the front office. We understand that sudden illnesses or emergencies arise, please call us as soon as you know your child will be unable to make their session due to illness. We ask that no more than three (3) cancellations, and two (2) no shows occur every quarter throughout the year. The quarters will be as follows:

January-March / April-June / July-September / October-December

If three (3) or more cancellations or no-show sessions occur in a given quarter, we reserve the right to schedule another family into that time slot. Sessions begin promptly at the agreed time. If the child is late for the session, the session will still finish at the scheduled time.

This policy is in place out of respect for our therapists and clients. By giving last minute notice or no notice, it prevents someone else from being able to schedule into that time slot.

We appreciate your understanding and efforts in upholding our Cancellation Policy.