

CANCELLATION POLICY



Your child's progress in therapy is contingent upon consistency with your weekly scheduled appointments and the home program implemented by your therapist. RightStart Therapy Services, Inc. is committed to providing quality services to your family but it is the sole responsibility of the parent/guardian to reschedule any missed or cancelled appointments.

After three no show appointment(s) and/or cancellations with less than a 4-hour notice will result in termination of services.

We do understand that sometimes circumstances present themselves and therefore will be considered on a case-by-case basis. Please call our office at 770-995-9600 should you need to cancel or reschedule your appointment. If you cannot reach us, please leave a detailed voicemail with your child's name and reason for canceling.

There will be a \$25 charge for all no show and last minute cancellations (less than 4 hours) of your scheduled appointment(s).

This will still count as one of your three cancellations. An invoice for all no show appointment(s) will be given and must be paid prior to next scheduled appointment. If balance is not paid prior to next scheduled appointment, therapy will be put on hold until the balance is paid in full.

You agree NOT to leave the premises at any time for any reason while your child is in therapy.

RightStart Therapy will NOT be held responsible for your child after their therapy session ends. If you wish to sit in your car or go outside you MUST be in the waiting room 5 minutes before your child's therapy session ends. This time allows you to speak with your child's therapist about the session and implement a home program.

If you have not picked up your child within 5 minutes of their scheduled appointment, you will be charged a \$25 Sitters Fee. After 15 minutes CPS (Child Protective Services) will be called.