

# **TLC**

## **MISSED APPOINTMENT POLICY**

### **For All Continuing Clients:**

#### **Speech and Occupational Therapy**

- One excused cancellation is allowed per quarter (January - March, April - June, July -September, October - December)
- Two additional missed appointments allowed during the same quarter which must be rescheduled with you or another therapist within three weeks of the missed session.
- Clients, who do not show for appointments or notify us less than four hours prior to an appointment, will be charged for the session.

#### **Tutoring, Counseling Clients and Saturday Clients**

- You must notify your tutor, counselor, or staff person in advance of any cancellation or call TLC by 12:00 pm on the day of any cancellation. For early morning appointments you must call one hour before the appointment to cancel.
- Three excused cancelled sessions are allowed per semester (i.e. September – January and February - June) each school year. (Summer breaks are not included). After the three allowed absences, any additional absences will be charged at the full rate.
- All no show appointments with no notification will be charged at the full rate.

#### **General Information**

- We hope you enjoy your experience with TLC; however, you are not obligated for any length of stay with us. To allow for a smooth end of service, please notify TLC two weeks prior to concluding service.
- Excessive cancelled sessions may result in discontinuation of services.
- There are no reductions in fee for lateness.