



## ATTENDANCE & CANCELLATION POLICY

In order to better serve you and make quicker progress toward goals, regular attendance to therapy is imperative. The most common cause of lack of progress is inconsistent attendance. We ask that you follow the attendance policies outlined below:

1. Cancellations: Please call us at least 4 hours in advance to cancel your appointment. There is no guarantee that a make-up session will be scheduled. Excessive cancellations (generally less than 80% attendance rate) may result in termination of therapy services.
2. No Shows: A “no show” is a non-attendance without prior notification. Any “no show” will incur the full cost of the session. Two “no shows” in a 3 month period will result in termination of therapy services.
3. Late for Appointments: If you are more than 10 minutes late for your 30 minute appointment or 15 minutes late for all other appointments, we reserve the right to cancel the appointment and consider it a cancellation (see policy for cancellations above).
4. Clinician Cancellations: If your speech-language pathologist is not able to attend your appointment, you will be contacted as soon as possible. Please be sure that our office knows the best way to reach you. Every effort will be made to reschedule your appointment in a timely manner.
5. Reminders: As a courtesy, Small Talk may send an email reminder the day before a scheduled appointment. I recognize that attendance is not dependent upon the receipt of an email reminder. The email below is the preferred email for receiving courtesy appointment reminders:

Email: \_\_\_\_\_

I have read, understand, and agree to Small Talk Pediatric Speech Therapy, LLC Attendance and Cancellation Policy as outlined above.

\_\_\_\_\_  
Print Name of Client and DOB

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Client or Legal Representative

\_\_\_\_\_  
Relationship to Client