

## Cancellation policy

Thank you for trusting the therapists at Diverse Therapy Inc. with your child. Since regular attendance is an important part of successful therapy, we would like to provide you with a clear and updated attendance policy. This updated policy will be effective January 1, 2022.

1. **2 weeks notice** for all scheduled cancellations, including doctor's visits, vacations, trips, outside testing, school events, etc. We would also be happy to reschedule sessions to another available slot.
2. **24 hours notice** by phone (call or text) is expected for all other cancellations that arise.

This gives us adequate time to offer that time to another client (we often have a waiting list of clients who need appointments). Email messages will not constitute a cancellation. We understand that circumstances arise and that late cancellations are unavoidable.

3. **All "No call, No show"** will lead to immediate removal from the schedule. Please leave a voicemail if we are unable to answer your call to cancel.
4. **3 or more cancellations in a 3 month** period will result in loss of a permanent scheduled slot. This allows you to be scheduled on a week to week schedule. Week to week time slots are open if another client cancels. We would also be happy to reschedule sessions with another available slot. Rescheduled appointments are not cancellations.
5. **Long-term illness:** In the case of long term-illness or hospitalization of a client or family member, we can provide a 3-week hold where we will hold your appointment time. After 3 weeks, we will call you to resume services. If you cannot resume after 3 weeks, your time slot will be opened for another client, and we can offer you an available time slot when you are ready to return.
6. **Late:** If you are more than 15 minutes late, the session will be canceled. If they have another session on the same day, that will continue at the normal time.
7. **Therapist cancel:** If your therapist cancels due to illness etc, we will do our best to offer you a time slot with another available therapist or reschedule you.
8. **How to cancel:** Please do not cancel directly with your therapist, therapists are typically in session and may not be able to answer your calls. Call or text 470-234-7550 .

**Please discuss any questions or concerns that you might have regarding this policy with your therapist.**

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