



# KidSense Therapy Group

209 Cherry Street  
Milford, CT 06460  
(203) 874-5437

## Cancellation Policy

Planned cancellations: These include such situations as vacation, parties, doctor's and dentist's appointments. Please let your therapist or the office know as soon as possible of these planned missed sessions. A minimum of 48 hours is expected.

***Cancellations of any kind can be disruptive to the therapeutic process. KidSense will allow up to 10 planned cancellations within any calendar year. When planned cancellations exceed the limit of 10, your child's file will be reviewed and it may be decided that the interruptions to the therapeutic value of our services deems discharge.***

Unplanned cancellations: These include such situations as illness, weather, family emergency, traffic/accident or other last minute mishaps. Please call the office as soon as you are aware of the situation.

We understand and are willing to work with you and your family during the unplanned cancellations. KidSense will allow up to **3 cancellations per calendar year with less than 24 hour notice** for these unplanned situations. However, we would appreciate **a minimum of 2 hours notice** in order to allow us time to rework our schedule. After the three have been used, a cancellation fee of \$50 will be charged to your account and must be paid at the next appointment.

***Not showing up for your appointment with no phone call at all, regardless of the circumstance will be charged a \$50 missed appointment fee. This fee must be paid at the next appointment.***

***Please note that KidSense Therapy Group does not follow the public school districts with regards to closings.*** Please do not assume we are closed and you are not coming. In the case of inclement weather, KidSense will remain open for sessions. If KidSense will be closing early due to weather, clients will be contacted directly by their therapist or other KidSense staff. In the event of closings, we will make every effort to reschedule your appointment within the same week. Should you wish to cancel your appointment due to inclement weather, please contact us as your earliest convenience noting the above fee schedule for cancelled appointments.

We are here for your child and are dedicated to help your child succeed and grow in every way possible. We feel strongly the schedule we set up for your child is what he/she needs in order to gain improvements and meet the set goals. Please help us by coming to each scheduled appointment.

*The final decision on enforcement of all policies and extenuating circumstances remains at the discretion of the owners.*

The Staff at KidSense

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I have read and agree to the above information regarding the KidSense Therapy Group cancellation policy.

\_\_\_\_\_  
Name (Printed)

\_\_\_\_\_  
Child's Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date