



South Shore Therapies Attendance and Cancellation Policy Effective May 1, 2022

Thank you for choosing South Shore Therapies (SST) to provide exceptional care for you and your child. Consistent weekly attendance plays an important role in maintaining progress in therapy and preventing regression of skills. Sessions are scheduled for each client on the same day and time each week. Time slots should only be accepted if clients are able to attend that day/time on a weekly basis.

Missed appointments not only impede your child's progress but also result in a business disruption and cost for SST. We realize emergencies arise however we have a waiting list of families who are anxious to book appointments and we cannot schedule them without ample notice. In addition, our therapists spend time preparing for your child's session each week. As such we ask clients to make their best effort to attend their scheduled sessions on a regular basis and give adequate notice when a session cannot be attended.

Clients are required to maintain an 80% attendance rate. If attendance falls below 80% in a 4-week span, you may have to go on our waiting list until a better appointment schedule becomes available for your child. We reserve the right to discharge your child from SST if they are not attending their weekly appointments consistently.

The following fees will apply:

- Arriving over 20 minutes late typically results in having to cancel your appointment due to time constraints for a productive session and will result in a **\$35 cancellation fee**.
- Cancellation calls received **after 9am on the same day of your appointment will result in a \$35 cancellation fee**.
- Missing an appointment without calling ahead is considered a **No-Show** and will result in a **\$50 no-show fee**.

If you have any questions regarding these policies, please let our staff know and we will be glad provide clarification.

Your signature below indicates that you have read and understand the SST Attendance and Cancellation Policy and acknowledge that it is your responsibility to plan for your child's appointments accordingly and notify SST if you have difficulty keeping a scheduled appointment. You also consent for SST to charge your credit card on file for any cancellation or no-show fees incurred.

Results that make a difference.

Tel: 781.335.6663

Hingham · Pembroke · Norwood

www.southshoretherapies.com