



# Bird Kern and Dalmia

Speech/Language Pathologists & Occupational Therapists

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## Cancellation Policy & No-Show Policy

*At Bird - Kern - Dalmia, we are committed to providing high-quality speech and occupational therapy services. To keep our clinic running smoothly and ensure fair access to appointments, we have the following cancellation guidelines:*

### No-Show

1. If you miss your scheduled appointment without notice, the full session fee will be charged.

### Late Cancellations (<4 Hours' Notice)

1. Cancellations made with less than 4 hours' notice will be charged a 50% session fee.

### Illness Cancellations (<4 Hours' Notice)

1. We understand that sickness can happen suddenly. However, if a session is canceled due to illness with less than 4 hours' notice will be charged a 50% session fee will still apply.

### Why This Policy Matters

1. When an appointment is reserved, that time is dedicated just for you.
2. Last-minute cancellations mean we cannot offer the time to another client.
3. Our therapists and staff are still paid for their time, even if a session is canceled.
4. These policies allow us to fairly compensate our staff and keep our clinic running for all families.

### Our Goals

1. Consistency is key for therapy success! By keeping regular appointments, your child will make the best possible progress.