



ATTENDANCE & CANCELLATION POLICY

Thank you for choosing Treehouse Therapies as your child's therapy provider. The therapists and staff of Treehouse Therapies strive to provide the best quality of care for your child and to make your experience at our clinic a positive one. We ask that you take your attendance at scheduled therapy visits seriously. In order for your child to receive the maximum therapeutic benefits, they must regularly attend their scheduled appointments. Consistency in attendance and adhering to recommended home exercises is crucial for your child's progress.

If you are unable to keep your scheduled appointment, please contact us at 850-226-7411 or email tina@treehousetherapies.net. If your regular appointment time is difficult to maintain, please discuss the options of a different time or day with the office manager or your therapist. Unfortunately, we cannot guarantee an appointment will be held for an extended vacation.

Holidays and School Vacations: Treehouse Therapies does not follow the school calendar. We are open 12 months a year and close only for the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. Unless otherwise notified, we are open for regular office hours on the days immediately before and after these holidays.

In order to be respectful of the therapy needs of ALL of our Treehouse Therapies children and their families, please be courteous and call our office if you are unable to keep an appointment. We ask that you schedule appointments only if you are certain you will be able to attend and commit to those times. Due to growing demand and numerous no shows, we will be adhering to the following guidelines for patient attendance:

1. **A NO-SHOW/NO CALL** appointments or **TWO CANCELLATIONS IN A ROW** will result in your child being **REMOVED** from the schedule without further notice and can be reason for **DISCHARGE** from our therapy services.
2. If you need to cancel a scheduled appointment, your therapist or staff member will attempt to reschedule your appointment if openings are present. Any cancellation that is rescheduled does not count as a cancellation. Consistent attendance will lead to better results.
3. Late arrivals/pick ups: **A late arrival is when a child is more than 10 minutes late for their scheduled appointment time.** Late arrivals will need to be rescheduled for a different date.

***If you plan to leave during a therapy session, please ensure your therapist knows you will be gone, that you leave a working number, and that you return 10 minutes prior to the end of your child's therapy session. Our appointments are scheduled back to back, therefore it is important that being back on time is important for each child to receive their full scheduled visit.

We encourage and recommend you discuss your appointment needs with your therapist and office manager so that we may better serve you and your child! Thank you, again for choosing Treehouse Therapies as your provider. We look forward to helping your child GROW!!!

Parent/Guardian Signature _____ Date: _____