



TDS

Center for
Communication &
Social Learning

Cancellation Policy

In order to manage our schedules effectively, it is important for us to know as soon as possible if you will not be able to attend a scheduled appointment. Therefore, we require a 24-hour notice for any cancellation. If there is an illness/emergency on the day of a scheduled appointment, please contact us as early as possible *on that day*. Please note that it may not be possible to reschedule sessions that are canceled by the client.

Sessions that are missed without notice (“no-shows”) are particularly problematic given our growing wait list for services here at TDS. Therefore, the first no-show that occurs will result in a phone call or email reminder. Any subsequent no-shows may result in your time slot being given to another family.

From time to time, the TDS staff may need to cancel scheduled therapy appointments. Unfortunately, given the nature of our scheduling and staffing time constraints, it may not be feasible for us to offer make up therapy sessions.

Thank you for your understanding and cooperation.

Signature: _____

Date: _____