



## ATTENDANCE AND CANCELLATION POLICY

At Word Builders Speech Pathology, we aim to provide consistent, high-quality speech pathology services. To ensure fairness and availability for all clients, the following attendance and cancellation policy applies.

### Appointment Attendance

Clients are expected to attend all scheduled appointments on time. Regular attendance supports therapy progress and allows us to provide effective services.

If you are running late, please contact us as soon as possible. Late arrivals may result in a shortened session to avoid delays for other clients.

### Cancellations and Rescheduling

We require **at least 24 hours notice** if you need to cancel or reschedule an appointment. Cancellations can be made via phone, email, or text message during business hours.

### Late Cancellations and Non-Attendance

If less than **48 hours notice** is provided, or if you do not attend a scheduled appointment, the full session fee may be charged.

### Illness

If you or your child are unwell, please notify us as soon as possible. In some circumstances, we may be able to offer telehealth instead of cancelling the appointment.

### Repeated Cancellations

Frequent cancellations or missed appointments may impact your ongoing therapy schedule. If this occurs, we may need to review appointment availability or offer sessions on a casual or waitlist basis.

### Agreement

By engaging in services with our practice, you acknowledge and agree to the attendance and cancellation policy outlined above.