



THE VOZ INSTITUTE

Cancellation Policy

Due to our extensive waitlist for services, we ask that you read, respect and acknowledge our cancellation policy. Please be aware that consistent attendance leads to better therapy outcomes.

- Illnesses and emergencies cannot be predicted; *therefore, please cancel therapy sessions at least 2-4 hours in advance to avoid fees if you or your child are ill and/or if you have an unprecedented emergency.* Patients must be symptom free (fever, vomiting, diarrhea, runny nose, cough) for at least 24 hours before the therapy session is rescheduled.
- If you need to cancel for a reason other than an illness or emergency (i.e., vacation, doctors' appointment, school trip), please provide at least 24 hours of notice or you will be charged a late cancellation fee of \$35 per session. If you need assistance with directions to get to the office, please call 24 hours beforehand so we can help you.
- If you late cancel 2 times, you will be automatically discharged from the practice.
- If you are going to be late for a session (i.e., stuck in traffic, difficulty finding parking), please call or email the The Voz Institute's office at 202-734-4884 or info@vozspeechtherapy.com to let your clinician know. In this event, sessions will end at the regularly scheduled time.
- Sessions that have not been cancelled beforehand are considered NO-SHOWS will be billed to the card on file at a full rate (\$175.00/session). No exceptions.
- Should you miss 2 sessions without giving adequate notice aka NO-SHOWS, you will be automatically discharged from the practice.
- If your attendance falls below 75% across a span of 3 months, you will be automatically discharged from the practice.
- Should there be a report of inclement weather in the area, making it unsafe to travel, you will be notified by our office and the clinician will reschedule the therapy session at their earliest convenience.

Signature

Date

Relationship to Patient