**Cancellation Policy**

Consistent, regular attendance provides the best opportunity for your child to make progress and learn.

Of course, there are situations that require cancellation of an appointment. If you need to cancel, at least 24 hours notice is required.

You may cancel by calling (613) 979-2521) or by e-mail (shonna@rogers.com).

Please be sure to include your name, date and time of appointment. Late cancellation and missed appointment/”no show” fees are as follows:

* Less than 24 hours notice of cancellation: $30.00 fee.
* Missed appointment/”No Show”: 100% of session charge.

Insurance receipts will not be provided for missed appointment charges.

Frequent cancellations do impact my ability to provide quality services to your child. With this in mind, should missed appointments occur regularly, we may need to revisit provision of service.

**Late Client Policy**

Children do best when they are relaxed and stress-free. Coming to appointments 10 minutes ahead can provide your child an opportunity to transition to a new environment more easily. There are books in the cupboards in the waiting room available to look through, and toys can be provided for as needed while you and your child wait for your appointment to begin.

Please note that should you arrive late, full fees are charged for the appointment time scheduled.