



## EASTER SEALS DUPAGE AND THE FOX VALLEY REGION

### CANCELLATION AND NO SHOW POLICY

We are committed to providing consistent, quality services to your child and family. In order to optimize your child's therapy outcomes, consistent attendance is important.

We understand that there are times that you may need to cancel your evaluation or therapy session due to illness or other emergency. Please be aware that chronic cancellations will result in discharge from services.

When you need to cancel an appointment, we require that you contact the Center's Receptionist (even if you have informed your therapist) with as much notice as possible. A voicemail system is provided for after hour messages. The main phone number at Villa Park is 630.620.4433; at Naperville is 630.357.9699; and at Elgin is 847.742.3264.

If you do not notify the Center of a cancellation prior to your scheduled appointment time, you will be charged a NO SHOW fee of \$25.00. This charge is billed directly to you and cannot be billed to any 3<sup>rd</sup> party payor (i.e. Early Intervention, DSCC, Medicaid, Insurance Provider, etc.).

I have read and understand the above policy:

Client Name: \_\_\_\_\_  
Please Print

Parent/Guardian Name: \_\_\_\_\_  
Please Print

\_\_\_\_\_  
Signature of Parent/Guardian

\_\_\_\_\_  
Date