**NEW CANCELLATION POLICY**

**EFFECTIVE JANUARY 1, 2024**

We will be enforcing our late cancellation and no-show policy starting January 1, 2024. In the past we have been very relaxed about our policy and have not charged for missed appointments. We realize that children are unpredictable and that emergencies arise, but the late cancellations or last-minute cancellations have been increasing. This directly impacts our therapists’ reimbursement and our scheduling. All medical professions now have late cancellation fees as well as professions such as hairdressing, salons, and fitness.

**Starting January 1st, we will require a phone call, email, or text by 8:00 in the morning on the day of your appointment or the evening before for appointments that are first thing in the morning.** **A cancellation fee of $40 will be charged for missed appointments.**

Thank you for being considerate of your child’s therapist. They spend time preparing for their sessions, organizing their schedules, and travelling between offices and treatment sites.

**An important reminder from our office staff:**

Please remember to report any changes in insurance or payment methods. You can contact Eileen at 603-682-4103 or eileen@miraclefarmtherapy.com with updates. Please note that we will need to verify coverage with any new insurance provider and get authorization in place if required.