



Dear Caregivers,

We are dedicated to providing the highest quality of care and accommodating as many families as possible. In support of this ongoing effort, we have adjusted our cancellation policy. This revised policy, which applies to all services, promotes fair access to services and allows us to offer sessions to families waiting for them when cancellations occur.

Please note the following:

- To ensure that other families can use the canceled sessions, please cancel your appointments with at least three days' (72 hours') notice
- If you contact us to cancel an appointment with less than three days' notice, you will be charged a \$50 cancellation fee
- You will be charged a \$100 cancellation fee if you fail to attend a scheduled appointment
- Two consecutive no-shows may result in removal from the regular schedule
- If you arrive more than ten minutes late for an appointment, your session may be canceled, and you will be charged a \$50 service fee. Sessions that start late will end at the previously scheduled time.
- Because the above charges cannot be billed to insurance, we will charge the cancellation fee to the credit card on file for your account. Our team will offer to reschedule your child's sessions as schedules allow.

You may contact us at 480.443.0050 to cancel your appointments.

Thank you for continuing to provide us with an opportunity to serve your family!

Sincerely,

Your Cortica Scottsdale Team

