



30 Avon Meadow Lane  
Avon, CT 06010  
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### **Creative Development, LLC Cancellation Policies Effective March 1, 2020**

Creative Development, LLC understands there are times when families need to cancel therapy appointments. We request that when possible, families provide at least 24 hours notice when therapy appointments must be cancelled. For continuity of care, we strongly recommend rescheduling cancelled appointments for maximum therapeutic care. For cancellations please call the office at 860.284.9779 or send an email to [admin@creativedevelopmentct.com](mailto:admin@creativedevelopmentct.com). If no one is available to answer the phone, please leave a message on the voicemail, available 24 hours/day.

In order to allow us to meet the needs of all children seen at CD, we have attendance policies that, if violated, will require us to cancel all ongoing scheduled appointments with possible discontinuation of services. This includes:

- 1. Cancelling 24 hours or less will result in a \$75 cancellation fee. If there are greater than 2 cancellations less than 24 hours within a 30-day period, may result in discharge from services.**
- 2. "No Show" will automatically result in a \$75 fee. After 2 "no shows" at any given time your child will be discharged from services.**

These attendance issues will result in losing your regularly scheduled appointments and your child will be scheduled on a weekly basis as the schedule provides availability.

**The Creative Development team is committed to providing all our clients and families with exceptional care. When a client does not show for an appointment or cancels without giving enough notice, they prevent another client from receiving care.**