2851 Stage Village Cove, Suite 2, Bartlett, TN 38134
Phone (901) 949-9488 · Fax (800) 420-3359

Form 7: Attendance & Cancellation Policy

Consistent attendance is one of the biggest drivers of your child's progress. Each session is reserved just for your child, and many families are waiting for openings, especially after-school times.

1. **Cancel at least 24 hours ahead** by calling (901) 949-9488. Leave a message if no one answers.
2. **Late arrivals.** If you arrive more than 15 minutes late, your child's session may be shortened or rescheduled so the next child's session stays on time.
3. **Illness.** Please keep your child home with a fever, vomiting, diarrhea, or a contagious illness in the last 24 hours. Please give us as much notice as possible if your child is not able to keep their appointment.
4. **No-shows.** A missed session without notice counts as a no-show.
5. **Repeated absences.** After 3 no-shows or 3 late cancellations in 30 days, Aspire may move your child's standing appointment to an open time or end services, and refer you to another provider.
6. **$50 no-call/no-show fee** for commercial-insurance families. This applies to a missed appointment with no call, or a cancellation within 1 hour of the appointment time. TennCare (Medicaid) and TEIS families are never charged this fee or any other charge.
7. **When Aspire cancels.** If your therapist is out, we'll contact you as early as possible and offer a makeup session when we can.
8. **Pickup.** Please be back in the lobby by the end of your child's session.

I have read and agree to the attendance and cancellation policy.

Parent/guardian signature _____

Printed name _____ **Date** _____