



CANCELLATION POLICY

As therapists we work as service providers, therefore; our only commodity is our time and expertise. A scheduled appointment is like a contract: the client has hired us to provide our undivided attention during a specified period of time. When someone fails to appear for a scheduled appointment, we are not able to fill in that time with another client. When appointments are cancelled less than 24 hours before the appointment, we likewise may not be able to fill the time. Therapists needing to cancel their scheduled appointments will also provide a 24-hour notice prior to the appointment when possible.

The Therapy Tree requires a 24-hour notice for cancellation of appointments to avoid a cancellation fee. A cancellation fee of \$50 per missed appointment or for appointment cancellations with less than a 24-hour notice may be charged. We cannot bill your insurance company for a missed or cancelled appointment.

It is best to contact your provider directly whenever possible to cancel or reschedule an appointment. You may also call our main number, 847-265-7300; however, your provider may not receive the message prior to the scheduled appointment time. The Therapy Tree has the option of terminating services following three missed appointments.

Illness – If you or your child has any of the following symptoms, treatment should be cancelled or rescheduled. The Therapy Tree reserves the right to cancel or reschedule a session if you present to the clinic with any of these symptoms. This policy also applies if any members of the household show these symptoms when the therapist provides treatment in the home.

- Fever of 100 degrees or higher, diarrhea, or vomiting within 24 hours of treatment time.
- Serious sneezing or coughing, especially with mucous present.
- Watery/mattering eyes, discharge from ears.
- Runny nose when discharge is NOT clear.
- When client or member of household is exposed to serious illness like chicken pox, measles, hand/foot/mouth, RSV, COVID-19, etc.
- Unusual spots, rashes, or bruises not associated with injury.
- Sore throat or difficulty swallowing.
- Unusual behavior, client doesn't feel well enough to participate in normal activities.

Weather – In case of inclement weather, please call the office main line at 847-265-7300. A message will be recorded announcing if the clinic is closed due to weather. Whenever the clinic remains open, please call/text your therapist directly to cancel your appointment if weather conditions prevent your attendance.



