

Cancellation Policy October 2024

At Pace Child & Family Therapy Services, we strive to offer affordable and accessible therapy services, supported through grants and fundraising efforts. Our goal is to make the best use of therapy time to benefit as many families as possible.

Why cancellations matter:

Missed appointments or late cancellations mean we cannot offer the time to other families, leading to longer waiting times and lost therapy opportunities. We kindly ask that you provide us with at least 48 hours notice if you need to cancel or reschedule your appointment, so we can allocate the slot to another family.

If your child is ill:

We understand that sometimes children can wake up in the morning ill and of course, we do not want you to bring an ill child to a session. Let us know as soon as possible if your child is ill and you're unable to attend, and we will work with you to reschedule. We will not charge you for a cancellation if your child is ill.

Cancellation terms:

Individual Sessions (face to face, online and off-site)

- Notice of 48 hours or more: your session/visit can be rescheduled at no extra charge
- Notice of 48 hours or less (except for illness) or non-attendance: the full session/visit rate will be charged

Intensive therapy blocks

- Intensive therapy blocks are paid for in advance. We require 7 days notice if you wish to reschedule. Shorter notice may result in the full charge for the scheduled block, as we cannot always fill these time slots on short notice