



Cancellation Policy

In order to ensure that our clients' needs are met, we have to be able to accommodate many schedules and it is important that we have enough notice on both cancellations and re-scheduling to be able to fill cancelled slots as quickly as possible.

Cancellations must be provided within 24 hours prior to the scheduled session. If cancellation notification is not reported within 24 hours the undersigned will be responsible for a cancellation fee of:

First Incident: \$25

Second Incident: \$50

Third (+) Incident: \$100

When possible, we may re-schedule for another day in a month, provided a slot is available. If there are greater than 3 incidents per 3 month period, the undersigned may lose their current therapy time and be placed at a time that is more convenient, if available; or be placed on a waiting list for the next available time. More than 9 incidents per year may result in dismissal from services. Enforcement of policy is at the sole discretion of S.M.I.L.E.S. administration in that certain circumstances may be excluded from repercussions. Thank you for your cooperation and understanding in this matter.

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