

Cancellation Policy

StarBright is pleased that you have chosen us as your ABA provider. Our goal is to provide quality programming for your child as he/she works towards reaching their full potential. The most important way to ensure that happens is by your child participating in all of his/her scheduled sessions. Continued services with StarBright will depend upon understanding and adhering to the cancellation policy that is outlined below. All clients cancellations are reviewed on a regular basis and services may be subject to change based upon the number of cancellations that occur. It is also important that StarBright be able to document your child's progress to insurance companies. In order for optimal progress to occur all contracted sessions need to take place as scheduled.

Overall cancellation rate: If your overall cancellation rate (either monthly or year to date) exceeds 10% of your scheduled sessions for whatever reason, StarBright will meet with you to review your cancellations and see if current services are appropriate given the amount of cancellations and reasons for them. Based on your cancellation rate, your services may be reduced, terminated or transferred to another provider that is better able to meet your needs.

No Show/No Call: All families are expected to text/call cancellations to StarBright. If a family does not call in a cancellation and/or no one is home when the staff arrives, StarBright will text/call to review the situation. If it happens a second time services may be suspended or terminated.

If you are unable to keep your child's scheduled appointment you must notify StarBright that you are cancelling your session. StarBright recognizes 2 types of cancellations:

- **Emergency/last minute cancellations:** These are cancellations that occur within 24 hours of a scheduled appointment and are due to unavoidable reasons (sickness, accident, or similar event). Each family is allowed 1 last minute cancellation every 6 months.
- **Advance cancellations:** These are cancellations that are usually pre planned events such as vacations, doctor's appointments, holidays, or time off. These cancellations should be called in to StarBright as soon as the family knows about the cancelled session. StarBright may be able to reschedule these sessions when given advanced notice..

If you cancel a session, StarBright will attempt to provide you with a make-up of that session based on staff availability. It may occur at a different time/day or with a different therapist but a slot may be offered to you. If you accept this make-up session, it will not be counted as a cancellation.