



## Cancellation Policy

1. **A two business day cancellation notice is required** if you are unable to keep a scheduled appointment. In order for COTC to provide the best possible service to all of our clients, we must be able to offer open appointments to those who need them. You can help us to do this by informing us as early as possible if you know you will be unable to keep a scheduled appointment. We will allow you to reschedule any appointment that is cancelled at least 2 business days in advance with no penalty.
2. **Appointments cancelled less than 2 business days in advance:** we realize that life is sometimes unpredictable and that children sometimes get sick unexpectedly. Parents will be able to reschedule an appointment less than 2 business days in advance **once every 20 visits**. Parents will be **charged in full for subsequent appointments that are missed or rescheduled less than 2 business days in advance**.
3. **Hazardous travel conditions or other dangerous situations:** COTC reserves the right to cancel appointments if we decide for any reason that travel conditions are too hazardous for our therapists. If we decide we have to cancel appointments, we will provide parents with as much advance notice as possible. Please make sure that you provide our office with updated contact information whenever it changes so that we can reach you if necessary. Of course, parents may reschedule any appointment that is cancelled by COTC without penalty.
4. **Parents or another responsible adult must be present during appointments.** If it is not possible to have at least one parent or their designated responsible adult present throughout the appointment, please reschedule the appointment for another time. If a parent or the designated responsible adult must leave unexpectedly during an appointment, the appointment will be ended at that time and parents will be charged for a full visit.
5. **Communication:** Cancellations made more than 24 hours in advance may be communicated by either telephone (781-915-0299) or email ([schedule@cotcweb.com](mailto:schedule@cotcweb.com)). Cancellations made on the day of the appointment must be communicated by telephone.

COTC has established these policies so that we can provide the best quality service to *all* of our clients. A missed appointment is an appointment that could have been used by another child, so please help us to keep them to a minimum. We thank you in advance for your understanding and cooperation.

**The Children's OT Connection**  
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