

Cancellation & Attendance Policy

A service of Hill Therapy Services LLC · Susan Hill, M.Ed., M.S., LBS
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STUDENT & RESPONSIBLE PARTY

STUDENT'S FULL NAME

PARENT/GUARDIAN (RESPONSIBLE PARTY)

WHY THIS POLICY EXISTS

Your learner's session time is reserved just for them, and it cannot be offered to another student on short notice. Consistent attendance is also one of the strongest predictors of progress. This policy keeps expectations clear and fair for every family.

CANCELLATIONS & RESCHEDULING

- **Please give at least 24 hours' notice** to cancel or reschedule a session, by text or call to 215-237-6391 or by email to susan@hilleducationsservices.com.
- **Rescheduling within the same week is always free.** If a session is moved to another time in the same calendar week, there is no charge, regardless of how much notice is given, as long as Susan has an opening.
- **Cancelling with 24 hours' notice or more:** no charge.
- **Cancelling with less than 24 hours' notice,** without rescheduling that week: the full session rate may be charged, as stated in the Rate Sheet & Service Policies.
- **Missed sessions (no-shows):** a session that is missed without notice is charged at the full session rate. A student who has not arrived or joined within 15 minutes of the start time, with no contact from the family, is considered a no-show.
- Charges for late cancellations and missed sessions appear on the regular invoice.

ILLNESS & WEATHER

- If your learner is sick, please keep them home. Sessions cancelled for illness are rescheduled without charge whenever possible; Susan will do the same if she is unwell.
- When weather makes travel unsafe, in-person sessions may be held virtually at the scheduled time or rescheduled without charge.

LATE ARRIVAL

Sessions begin and end at their scheduled times. A late arrival does not extend the session, and the full session rate applies. If you are running late, a quick text lets Susan hold the time.

IF SUSAN NEEDS TO CANCEL

Susan will give as much notice as possible, there is no charge, and a make-up session will be offered.

PLANNED ABSENCES, BREAKS & REPEATED CANCELLATIONS

- Sessions continue through the school year, including most school breaks, unless a different plan is agreed in advance. Please share vacations and other planned absences at least one week ahead.

- A learner's standing session time is held for them week to week. If a family has three or more late cancellations or missed sessions in a month, Susan will check in about whether the current schedule still fits, and the standing time may be released to another student.
- The Next Page Book Club follows the same 24-hour notice guideline. Because the group runs with a minimum of three participants, advance notice helps Susan confirm each week's meeting for everyone. Parent workshop and book club seats can be cancelled online at hilleducationservices.com/cancel, using the email and phone number used to register.

ACKNOWLEDGMENT

I have read and understand the Cancellation & Attendance Policy above, and I agree to its terms for the student named above. This policy is part of the Rate Sheet & Service Policies and may be updated with at least 30 days' written notice.

PARENT / GUARDIAN SIGNATURE

DATE

PRINTED NAME