



ATTENDANCE POLICY

Cancellations + No Shows + Vacations

To best support our therapists and families, and to keep appointments available for everyone, we ask that families follow our attendance policy as outlined here :

To help keep schedules accurate for everyone, all cancellations or scheduling changes must be made through the scheduling team. Therapists are unable to update the calendar or make daily appointment changes.

For direct contact with the Scheduling Team ~ Call or Text



650 - 797 - 6045



We kindly ask families to consider the impact that late cancellations and no-shows have on our scheduling team, as these situations create added urgency and stress in finding replacement appointments for our therapists.

Whenever possible, we are happy to offer a virtual session (via Zoom or another platform if needed) or a phone call at the scheduled session time as an alternative to a full cancellation. If a virtual or phone session is not possible at that time, our team may offer a make-up session at a later date with an available therapist. Please note that make-up sessions are based on open or newly canceled appointments and cannot be guaranteed.

While we reserve the right to charge a minimum \$60 fee for late cancellations or no-shows, our goal is to avoid placing additional financial strain on families. As a result, our primary policy is the loss of scheduled appointment time after two late cancellations or no-shows. If a family is removed from the schedule, we cannot guarantee the availability of a new appointment time.

We recognize that unexpected situations can arise. Although late cancellations and no-shows are recorded, we thoughtfully consider each family's attendance history, frequency of occurrences, and circumstances.

CANCELLATION POLICY

Please cancel sessions with as much notice as possible.

Cancellations made less than 3 hours before the appointment are considered late cancellations or no-shows.

More than 2 late cancellations or no-shows may result in loss of the scheduled appointment time.

If your child is sick, contact the scheduling team to reschedule virtually or for another day.
See our Sickness Policy for details.

VACATION POLICY

On holidays when Speech Goals is closed, we will offer make-up sessions based on availability before or after the scheduled closure.

If your family plans to be away and will miss more than two weeks of sessions, the standing appointment time will be paused. We will reconnect upon your return to review current availability.

While we do our best to accommodate families, make-up sessions and continued availability of appointment times cannot be guaranteed after time away.