

Cancellation Policy

Leaps and Bounds, LLC requires that you provide 24 hour notice when you need to cancel your child's appointment. It is important for the therapists to have this time in order to schedule another appointment. If the cancellation is not given in a timely manner, the session will be billed at the full rate. In addition, the cancellation policy allows one missed session every 8 weeks without being billed for that session (as long as 24 hour notice is given). If there are repeated cancellations that are not made up, either the sessions will be billed or the child's services will be placed on hold. Any other cancellations (i.e., "No Show") will be billed at the hourly rate.

Inclement Weather

Leaps and Bounds, LLC does not close for holidays or inclement weather unless contacted by your child's therapist. If you need to cancel in these situations, you must contact your child's therapist by 7am that day or you will be billed at the full rate. This is important because the therapists do not want to travel to the office and then learn that clients are canceling at the last minute.