



WHOLE KIDS CO.
COUNSELING & AUTISM CENTER

Cancellation Policy

At Whole Kids Co, we strive to provide high-quality, consistent care to all of our clients. Due to the high demand for our services and extensive waiting lists, it is essential that scheduled appointments are attended as planned. Missed or frequent cancellations impact not only your progress but also limit our ability to offer services to other families in need. To ensure fairness and continuity of care, we will be enforcing the following cancellation policy on **May 5th, 2025**:

- **Cancellations:** Are defined as when a client cancels without rescheduling an appointment within 48 hours of the original appointment.
- **Accumulation:** Clients may cancel up to three (3) days of appointments within a 120-day period without penalty. This includes sick days.
- **Rescheduling:** To avoid a cancellation mark, even sick days, any canceled appointments must be rescheduled within two (2) weeks of the original date.
- **Whole Kids Co:** If we cancel or are unable to reschedule an appointment it **does not** impact the client cancellation record.
- **No Shows:** Clients are allowed 1 no-show appointment.
- **Removals:** If a client exceeds the allowed three (3) cancellation days per 120-day period or does not reschedule within the two-week timeframe, they will be removed from services for at least 90 days. After this period, they may request to be placed back on the waitlist for services.
- **Reminder:** In line with our **existing policy**, if you have commercial insurance, Whole Kids Co will charge a \$50 cancellation fee for appointments that are canceled without rescheduling and with less than 24 hours' notice. This policy does not apply to clients with public insurance plans, including Medicaid, TRICARE, CHP+, and similar programs.

Consistent attendance is crucial for achieving therapy goals, and we appreciate your commitment to your treatment plan. **The easiest way to avoid those last minute cancellation marks is to try and reschedule.** If you need to cancel or reschedule, please contact your provider through Signal or our Front Desk Team at (719) 344-9342 as soon as possible.

Please sign below confirming you've read and understand our policy:

Print _____

Signature _____

Date: _____

Thank you for your cooperation and understanding,

Whole Kids Co, Operations Team
(719) 344-9342, reception@wholekidsco.com
11681 Voyager Pkwy Suite 150, Colorado Springs, CO 80921