CFC Cancellation Policy

Effective 9/1/2024

All clients are allowed up to 3 non-billed, advanced-notice cancellations (minimum of 24 hours' notice) per calendar trimester.

Calendar trimesters run as follows, regardless of start date:

- January-April
- May-August
- September-December

The CFC's financial administrator will communicate with families about their number of used/remaining non-billed cancellations within each trimester. Any appointment canceled within 24 hours of the start time is subject to the full out-of-pocket appointment fee. Exceptions to this policy will be evaluated on a case-by-case basis.

Any client receiving services outside of The CFC or CFCN offices (e.g., at their school site) is responsible for communicating site closures or conflicting events to their therapist at least 24 hours prior to the date of their scheduled appointment to avoid the cancellation fee. When possible, appointments that cannot occur at the usual offsite location will be scheduled to occur at CFC offices to avoid missed appointments.

Services may be reevaluated or terminated when a client misses three or more consecutive appointments or is frequently missing appointments over the course of services with The CFC.