

# Sensational Kids

## Therapy • Toys • Training

### **Continuity of Therapy**

Sensational Kids is committed to providing all our clients with exceptional therapeutic support. Consistent, regular therapy over a sustained period of time supports the development of your child's skills and thus the ability of your child to reach their therapeutic goals and maximise their developmental potential. Inconsistent or sporadic attendance impacts negatively on the child's potential to benefit maximally from the therapeutic programme and thus on their progress and overall skill development. Please endeavour to bring your child regularly for therapy and to commit to the duration of the therapeutic programme.

### **Cancellation and Non-attendance Policy**

When a client cancels or reschedules without giving enough notice, they prevent another child from being seen. Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and other children miss the opportunity to receive much needed services. All appointments are confirmed 72 hours in advance with text reminders because we know that sometimes life is busy and appointments might be forgotten. Our clinical team have set time aside for your care and a full fee will therefore be charged upon non-attendance or cancellations and for requests to reschedule appointments with less than the required notice given.

- When making a booking with one of our staff, payment will be taken to secure your booking. If a cancellation or a request to reschedule an appointment is made 72 hours prior to the appointment, this payment will be reallocated to your rescheduled appointment.

To reschedule an appointment, please contact us at your local centre (calls left on the answering machine will be logged at the time they came in)

- KILDARE: Sensational Kids, Unit F2 Kildare Business Park, Melitta Road, Kildare Town, R51 R281 Phone 045 520900. Email [Info@sensationalkids.ie](mailto:Info@sensationalkids.ie) Open Monday – Friday
- MAYO: Sensational Kids, Lakeside Retail Park, Claremorris, Co Mayo, F12 P2H9 Phone 094 9357005, Email: [Claremorris@sensationalkids.ie](mailto:Claremorris@sensationalkids.ie) Open Monday – Friday
- MONAGHAN: Unit 8 Clones Business Technology Park, Clones, County Monaghan H23 P294 Phone 047 52671 Email [Clones@sensationalkids.ie](mailto:Clones@sensationalkids.ie) Open Monday – Friday
- WEST CORK: Sensational Kids, 2nd Floor, Building G, West Cork Technology Park Clonakilty, Co Cork, P85 VF62 Phone 023 887 8208 Email: [Clonakilty@sensationalkids.ie](mailto:Clonakilty@sensationalkids.ie) Open Monday – Friday

Cancellation/Rescheduling of an appointment with less than 72 hours' notice may mean that we are unable to re-allocate the time to other children. Therefore, cancellations and appointment rescheduling requests that are made with less than 72 hours' notice will be subject to the following cancellation policy:

- In the instance of non-attendance on the day without any notification or cancellations with less than 72 hours notice, the payment made when booking will be taken and is non-refundable or transferable.
- In the event of you having to cancel a scheduled appointment on the day due to sudden illness, the full appointment charge will be taken.

Non-attendance fees are the sole responsibility of the client and must be paid in full, ensuring their account is cleared before their next appointment. If therapy is being covered by your insurance company, the company will not cover cancellation and nonattendance fees. These fees will be the responsibility of the client. Therapy may be discontinued for clients who frequently cancel within 48 hours or have non-attendance three or more times in a 3-month period. Should you wish for therapy to be continued again, your child will be placed on a holding list for the next available therapy block. We reserve the right to also ask you for a deposit towards assessment costs and payment in full for therapy treatments at the time of booking appointments, which will then be deducted from the cost of your appointment or assessment. Thank you for understanding the importance of keeping your appointment.