

Colorado Springs Office

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Castle Rock Office

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CANCELLATION AND NO SHOW POLICY

IMPACT VISION THERAPY is committed to providing all of our patients with exceptional care. When we schedule your appointment, the time is reserved exclusively for you, and your time is important to us! Regular appointments are crucial to the success of your vision therapy program.

Please call at least 48 hours ahead to cancel or reschedule an appointment of foreknown events. If you fail to cancel your appointment ahead of time, or fail to show up for your scheduled appointment, **you will be charged for your session.**

For those occasions when illness or unplanned events arise, and you need to cancel an appointment on the day you are scheduled to come, we ask that you give us as much advance notice as you can, and **we will strive to reschedule your appointment during another time of the same week. You might not be able to reschedule with your regular therapist for make-up appointments.** In order to sustain the benefits of your vision therapy, **we will reschedule your cancelled or missed appointment(s) during the following 2-4 weeks.** At times that may require you to come twice in a week. The available rescheduled **appointment times are mid-day appointments.**

Due to the time parameters of your therapy estimate, your time slot will only be reserved for the estimated length of time. If cancellations and make-up appointments force your therapy beyond the allotted time, we cannot guarantee your time slot.

If you need to change or reschedule an appointment, please call (720) 726-5128.

Inclement Weather Policy

At times during the year, it might be necessary to delay vision therapy due to weather or other factors. On days when road conditions are hazardous, if Colorado Douglas County School District- Castle Rock Area has a two-hour delay Impact Vision Therapy will open at 9:30am. If Colorado Douglas County School District- Castle Rock Area is closed due to weather all appointments until 9:30am are cancelled, for appointments after 9:30am please check our website, Facebook, or call our voicemail at (720) 726-5128 and the message will state if we will see patients as scheduled or if the appointments are cancelled for that day. A complete update will be posted by 8am that day.

I have read and agree to the above policy.

Patient name

Patient or Legal Guardian Signature

Date