

Policy for Arrival and Departure

Arrival

Please arrive 5 minutes before your scheduled appointment time. A therapist will come out to greet you and bring your child into session. Parents will no longer be allowed in treatment areas due to HIPAA regulations

If you are going to be late please call. Late arrivals that exceed 15 minutes without a text/phone call may be turned away.

If you need to cancel an appointment please give 24 hours' notice. Last minute cancellations are subject to a late fee.

Time that the client is not here will NOT be billed through insurance.

Departure

Please arrive 10 minutes before your session ends. For example, if your session ends at 12 please arrive by 11:50 so that the therapist can bring your child to you and discuss the day's session.

If you are going to be late please call. Late pick up interferes with other children's therapy sessions.

Thank you for respecting the time of StarBright's staff and clients.