

## Policies

***PlayWorks reserves the right to terminate services for failure to comply with the following:***

<b>Cancellations</b>	<ul style="list-style-type: none"> <li>Regular attendance of therapy sessions is important for developmental growth. A child's permanent place in the schedule may be removed if more than 3 sessions are cancelled and are not made up. Sessions are then offered on a week-to-week basis depending on therapist availability.</li> <li>If you must cancel your child's session, please do so at least <b>24 hours before</b> the scheduled appointment. PlayWorks reserves the right to bill for any last-minute cancellations (excluding emergencies/medical reasons).</li> <li>For everyone's safety, please cancel your child's scheduled session if he or she has been running a fever in the past 24 hours, or has a persistent cough, runny nose, sore throat, or diarrhea.</li> </ul>
<b>Late Arrivals</b>	<ul style="list-style-type: none"> <li>All sessions are expected to start and end on the agreed upon scheduled time. Please contact PlayWorks if you are running late to your appointment.</li> <li>Clients arriving late to their sessions will be billed the full scheduled time and the treatment session time will <b>not</b> be extended.</li> </ul>
<b>Make-Ups</b>	<ul style="list-style-type: none"> <li>PlayWorks will attempt to make up any session that is missed, although we cannot guarantee that we will always have availability. It is the parent/guardian's responsibility to keep track of missed sessions and to request make-up sessions.</li> <li><b>Early Intervention:</b> Make-ups can only be scheduled within 2 weeks of the missed session</li> <li><b>CPSE/CSE:</b> Make-ups can only be scheduled within the month of the missed session or during the weeks of Winter and Spring Break</li> <li><b>Private clients:</b> Make-ups can be scheduled depending on therapist availability</li> </ul>
<b>No Shows</b>	<ul style="list-style-type: none"> <li>Missed sessions without any notice (aka "no shows"), are not allowed. PlayWorks reserves the right to bill for a <i>no show</i> when no attempt was made to cancel the session (excluding CPSE/CSE and Early Intervention clients – <i>no shows</i> may be reported to the appropriate DOE administrator or Service Coordinator).</li> <li>Any child that has 2 consecutive <i>no shows</i> will be removed from the permanent schedule and that spot will be offered to another family. No make-ups will be provided.</li> </ul>
<b>Pickups</b>	<ul style="list-style-type: none"> <li>Please pick up your child <b>on time</b> after each session so that the therapist can attend the next appointment. Therapists are not available to watch children past their scheduled time.</li> <li>Please inform us if someone other than yourself or your usual designated person (e.g. babysitter) will be picking your child up from therapy.</li> </ul>
<b>Private Payments</b>	<ul style="list-style-type: none"> <li>Payments must be made <b>before each session</b> unless prior financial arrangements are made with the front desk.</li> <li>Payments are non-refundable and no partial credit will be given for any late arrivals.</li> </ul>
<b>General Policies</b>	<ul style="list-style-type: none"> <li>All clients should inform the front desk if they want to change their schedule or if their child will no longer attend sessions at PlayWorks.</li> <li><u>CPSE/CSE/Early Intervention clients</u> should inform PlayWorks of any upcoming meetings or progress reports needed so that the therapists can prepare in advance.</li> <li>Only children accompanied by therapists are allowed beyond the waiting room. Siblings/friends must remain in the waiting area and are <u>not</u> allowed to participate in a session or play on the equipment.</li> <li>Please help keep the facility clean by properly disposing of garbage and putting away all used toys/books.</li> <li>We must have a current IEP on file for all CPSE/CSE students.</li> <li>We must have a doctor's prescription on file dated within a year for all clients.</li> </ul>

**PlayWorks observes the following holidays according to the NYC DOE School Calendar and will be closed:**

***New Year's Day / Memorial Day / Independence Day (July 4<sup>th</sup>) / Labor Day / Thanksgiving and the day after / December 25<sup>th</sup>***

**Additional closures will be posted in the office.**