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Cancellation Policy

Boston Sensory Solutions, LLC understands that family schedules may require occasional changes to your standing appointment time. We do ask that you notify our clinic manager, Nicole, as soon as you become aware that you need to change a standing appointment time. In many instances, this will allow us to reschedule your appointment to a more convenient time that week. In the event that you must cancel a session, please do so at least 48 hours in advance of your appointment in order to avoid a cancellation fee.

Please note that instances of illness are not subject to the 48-hour cancellation policy. We understand illnesses are not planned and kindly request that you cancel your visit if your child becomes ill with a fever or contagious condition. It is in everyone's best interest if your child is fever free and not contagious for 24 hours before returning to OT.

Please also note that in order to benefit from occupational therapy services, a child must participate regularly. We therefore require families to maintain consistency with weekly scheduled appointments. Families who fall at or below 75% attendance for 2 consecutive months will be given written notice of discharge from therapy services.