



Cancellation Policy

Boston Sensory Solutions 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 full session 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 transition your visit to telehealth if your child has a fever or contagious symptoms within the past 24 hrs. If your child is actively ill and unable to participate in a session, we ask that you cancel the visit or reschedule to a later date. It is in everyone's best interest if your child is fever free and not contagious for 24 hours before returning to the clinic.

Please also note that in order to benefit from occupational therapy services, a child must participate regularly. We therefore require families to maintain at least 75% attendance per month. If your attendance rate drops to or below 75% for 2 consecutive months, you will not be able to retain your standing appointment time.