

Absence/Cancellation Policy

This contract is between _____ (client) and NEXT LEVEL UP, LLC.

In order to achieve the highest level of results and to make progress, it is important that sessions be rendered on a consistent schedule or basis. In the event of an unforeseen situation or illness, it is advised that all parties make up the all missed session(s) or consults. This cancellation policy includes the following:

- Both parties should make up cancellations as early or quickly as possible (unless otherwise arranged).
- The client should notify the agency 24 hours in advance in order to accommodate for missed session(s).
- A cancellation made later than the 24 hours notice will not be made up and the client will be billed as a “no-show”.
- A “no-show” will be charged at the rate of \$25 for all cancellations made later than the notification period.
- All cancellations should be made up during the month of the cancelled service(s) and/or early the following month, or as quickly as possible unless an alternate schedule is arranged.
- In the event of repeated or chronic cancellations, the tutor will discuss options with the client and work to resolve the issue. If no resolution can be found, then a cancellation and/or permanent termination of services may occur.

_____ I agree to all parts of the Absence/Cancellation Policy

Signature of Parent/Guardian/Client

Date