



Client Late & Cancellation Policy

At the Arizona Institute for Autism (AIA), our goal is to provide quality ABA therapy care to all of our clients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our providers but our other clients as well. Please be aware of our policy regarding missed and late sessions.

Session Cancellation

When a session is booked, you are holding space on our schedule that is no longer available to our other clients. In order to be respectful of your fellow clients, please call the front desk or contact your provider as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call at least 72 hours in advance. Sessions are in high demand, and your advanced notice will allow another client access to that appointment time. Failure to cancel within 72 hours will result in a fee of \$50.00.

How to Cancel Your Session

If you need to cancel your session, please call or email us between the hours of 8:00 AM-5:00 PM. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible.

Late Cancellations/No-Shows

A late cancellation is considered "late" when you arrive 15 minutes after your scheduled session. A no-show is when a client misses a session without canceling. In either case, we will charge a client a fee of \$50.00 for a missed and late session.