

# EFFECTIVE AUGUST 1<sup>ST</sup>, 2025

## No Call / No Show Policy

(a.k.a. The “Where’d You Go?” Policy)

We totally get it—life with kids is unpredictable. But when you don’t show up and don’t let us know, our waiting room chairs get lonely, and another child misses their chance to see us. 😞

Here’s how we handle it when appointments vanish without a trace:

### First Offense:

We’ll send you a friendly reminder that we missed you more than a toddler misses their blankie.

### Second Offense:

We’ll note it in the chart, and there will be a **\$25 no-show fee**. (That’s like... 5 coffees, or 1 LEGO set without the pain of stepping on it.)

### Third Offense:

Another chart note + a **\$50 no-show fee**. At this point, we may need to talk seriously—like when your toddler finds scissors.

### Life Happens!

Car broke down? Kid got sick in the parking lot? We totally understand. Just give us a call or send a message as soon as you can—we’re real humans, promise.

**Important:** If no-shows keep stacking up (kind of like laundry with toddlers), we may need to have a chat. We adore your family, but keeping our schedule running smoothly helps us care for all the little superheroes on our list—and we'd much rather see that \$50 go toward your child's birthday cake than a no-show fee!