

CANCELLATION POLICY

Appointments for evaluations at the Regents Center for Learning Disorders (RCLD) are limited each semester, and we spend considerable time preparing for your evaluation. Many RCLD personnel are involved in the process of scheduling, assigning clinicians, studying your packet of information, and preparing for your individualized assessment. Therefore, if you cancel your appointment with **less than five business days' notice**, we will not be able to fill your slot with someone else who is waiting for an appointment.

If you decide not to proceed with an evaluation in its entirety, and do not provide five business days' notice, your deposit is nonrefundable. However, if you have failed to give proper notice, and you would like to reschedule an appointment, you may be required to pay a **\$75 no show fee**. Please be advised that this may delay your evaluation.

Students are encouraged not to cancel appointments for any reason, except illness or emergency. We allow students to reschedule **one time only** in the event of an emergency or unavoidable last-minute conflict (i.e., death in the family, appearance in court, significant illness). Oversleeping, forgetting the appointment, group meetings, studying, etc., do not count as emergencies. Therefore, absences due to those types of reasons will result in the forfeit of your deposit.


Cancellation of Evaluation/Refund Requests

- A full refund (minus the \$15 processing fee) will be issued if written cancellation/refund request is made prior to five business days before the first appointment date.

Cancellation for Non-Payment

- The total evaluation fee is \$500.00. A deposit of \$250 is required when submitting the referral packet to the RCLD, and the final payment of \$250 must be received by 5:00 pm one business day before your appointment. If the payment is not received, we will automatically cancel the appointment. Online payments can be made on our website: <http://rcld.gsu.edu>.

By signing below, you understand and accept the terms and conditions set forth herein. These terms and conditions govern the relationship between You ("Client") and the Regents Center for Learning Disorders ("RCLD"). By submitting your packet and deposit, you agree to be bound by these terms and conditions, which outline our cancellation policy.



Preston Elder, Psy.D., Director, Regents Center for Learning Disorders

Client Signature or Parent/Guardian Signature if under 18