

MOORE PATHWAYS LLC

Child & Family Services | Indianapolis, Indiana

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Cancellation, Credit, and No-Show Policy

Your session time is reserved specifically for your family, and all sessions are prepaid. This policy explains exactly what happens to your payment when plans change, in either direction.

If you cancel

- With at least 24 hours' notice: full credit toward your next session.
- With less than 24 hours' notice (including same day): half credit toward your next session.
- No-show (nobody home or available at the scheduled time, with no notice): the session is billed in full and no credit is given.

If the provider cancels

- Before the session: you receive a full credit, or a cash refund if you prefer. Always.
- During the session (the provider must leave early): the unused time is credited, rounded up in your favor.

How credits work

- Credits apply automatically to your next invoice; you do not need to ask.
- At the end of any month in which you have no upcoming sessions scheduled, any remaining credit is refunded to your card.

Late arrivals

- If your family is not home or not available at the scheduled start, the provider will wait 15 minutes before treating the visit as a no-show.
- If the session starts late, it still ends at the scheduled time and is billed as a full session.

Repeated misses

If three consecutive sessions are missed without notice, or the family is out of contact for two weeks, services pause and the provider will reach out to talk through whether and how to continue.

Illness and emergencies

If a child is sick or a genuine emergency comes up, tell the provider as soon as you can. The reduced credit for a late cancellation may be waived (restored to full credit) once per calendar quarter for illness or emergency, at the provider's discretion.

I have received and understand this policy.

Parent/Guardian signature

Date

Provider signature

Date