



Session Cancellation Policy

Your appointments are very important to the Roman Music Therapy Services Team. The scheduled sessions are reserved especially for you at the agreed upon location. We understand that sometimes schedule adjustments are necessary. Therefore, we respectfully request at least 24 hours' notice for cancellations or rescheduling of appointments.

Please understand that when you forget, cancel, or change your appointment without giving enough notice, we miss the opportunity to fill that appointment time. Our staff are paid their entire wage for any missed or late cancelled appointment out of respect for their time. Therefore, we have a strictly enforced 24-hour cancellation and rescheduling policy.

Any appointment missed or cancelled without 24 hours' notice will result in a charge equal to 100% of the reserved service amount. If requested, the music therapist will make every effort to reschedule your appointment based on their availability. If the reschedule is requested without 24 hours' notice and cannot be accommodated, it will result in a charge equal to 100% of the reserved service amount. If the session is rescheduled, charges will apply to the make-up session. Emergency absences will be considered on an individual basis. You may request not to be charged for the late cancelled session in writing within 15 business days if you feel such action is warranted. Roman Music Therapy Services will consider the request and will respond back to you in writing within 10 business days. Roman Music Therapy Services reserves the right to terminate services if sessions are frequently cancelled by the client.

It is mutually understood that if a cancellation is due to circumstances beyond any of our control, such as a power outage, unfortunate incidence, or inclement weather that requires you or us to have to cancel or be closed during regular business hours, we will make every effort to reschedule your existing appointment and no charges will apply.

When a session is cancelled or rescheduled with at least 24 hours' notice, the cancelled session will not be billed and the music therapist will make every effort to schedule a makeup session within 30 days of the service date.

If our therapist is not available and a service is not provided, the session will not be billed and the music therapist will make every effort to schedule a makeup session within 30 days of the service date.