



**MUSIC THERAPY
MISSED SESSION/CANCELLATION POLICY
2019-2020**

Greetings! We are looking forward to a great year!

Please review our Music Therapy cancellation/missed session policy.

If you have any questions about this policy, please talk with your Music Therapist and/or the Director of Music Therapy. This policy will be in effect from August 2019 through mid-June 2020. Please also review the 2019-2020 MCMS calendar and let us know if you have any questions.

Missed Session Policy:

- 1) We will “make up” any sessions missed by your Music Therapist and/or any session that is cancelled by the Music School, due to weather or other school closures.
- 2) We recognize the needs of our Music Therapy individuals/families and will also offer one (1) “make up” for sessions cancelled by families in advance.
- 3) To cancel a Music Therapy session:
 - a. Please contact your Music Therapist before 9 am. **
 - b. If your MT does not reply or confirm that they received your cancellation message within 30 minutes of your call/text/email, please also call the Music School at 603-644-4548. When leaving a voicemail, please state client’s name, session time, name of Music Therapist, and reason for cancellation.
 - c. All missed sessions will be rescheduled at the mutual convenience of the Music Therapist and the individual/family.

** If a cancellation call/text/email is received by/before 9:00am on the morning of the scheduled session, we will offer (one) “make up” session. If a cancellation is received after 9:00am or if no cancellation call is received, we are unable to offer a “make up” session.

Please note: If the MT session “start time” is before 9:00am, please contact your Music Therapist and also call the Music School office as early as possible.

When you register online, you will be asked to indicate that you have reviewed this cancellation policy.

Thank you!