



SUPERVISED PARENT/CHILD VISITATION SERVICES

REFUND & CANCELLATION POLICY

Effective: 03/27/2025

Refund Policy

- The \$150 intake fee is non-refundable.
- This fee covers administrative processing, intake review, and coordination efforts.
- Refunds will not be issued if:
 - Visitation services are denied after review
 - Additional documentation is required
 - The client voluntarily withdraws from services

Cancellation Policy

To ensure fairness and availability of services:

- Intake Appointments must be canceled or rescheduled with at least 48 hours' notice
- Supervised Visits require at least 24 hours' notice for cancellations due to illness or emergencies
- Cancellations with insufficient notice may result in a \$50 no-show or rescheduling fee

No-Show Policy

If you fail to attend a scheduled appointment or visit without notifying staff:

- You may be required to pay an additional administrative fee before rescheduling
- Continued missed appointments may result in temporary suspension of services

Contact for Cancellations

To cancel or reschedule, please contact us directly:

(509) 675-1447

office@rootsontheroadwa.com