

Cancellation Policy

Number to call: **021 612 33 40**

Email address: annulation@libellule.ch

Cancellation

If you need to cancel your child's appointment, please provide us with at least 24 hours' notice by telephone or by email. If your child is ill, please inform us as soon as possible. If your child misses an appointment without a valid reason, you will be charged CHF 50. This amount is at your expense and is not refundable by your insurance company.

Late arrival

Please inform us as soon as possible in case of late arrival by phone or email. Please note that even if the session starts late, it will end on time.

Cancellation of therapy at school

If your child receives their therapy at school and is off sick please also contact us directly, in addition to the school, to inform us of your child's absence.

Frequent cancellations

If three sessions are missed in a two month period (excluding public holidays and exceptional circumstances), you risk losing your child's regular appointment slot. Due to high demand, we cannot guarantee to keep your therapy slot and will need to discuss with you the discontinuation of care.

We will do everything possible to provide you with a time that is consistently available for both you and your therapist.

Thank you for your cooperation.

