SPACE CITY CONNECTS

FAMILY VISITATION SERVICES | CANCELLATION & RESCHEDULING POLICY

Policy status: Pre-launch working policy for supervised visitation and supervised child exchanges. Effective date: _____. Applies only after written acceptance and confirmation of services. Any controlling court order and applicable law take precedence.

1. Cancellation and attendance fees

Event	Fee / outcome
24 hours or more before the scheduled start	Full refund or credit of prepaid visit fee
Less than 24 hours before the scheduled start	$50 cancellation fee
Failure to appear without timely cancellation	$70 no-show fee
Late arrival	Up to 15-minute grace period, if safe and permitted
Provider cancels before services begin	Full refund or credit for unprovided service
Documented emergency or safety concern	Case-by-case review; fee may be waived

2. How to cancel or request rescheduling

Contact Space City Connects directly at **715-896-5974** or **spacecityconnects@gmail.com**. Provide the scheduled date/time and your case reference; do not include sensitive child or safety details in ordinary email or voicemail. Notice is measured from when it is received by the provider, not when sent. A request is not an approved rescheduling until confirmed by the provider. When a court order specifies a different notice process, follow the controlling order.

3. Payment and refunds

Payment for a scheduled visit is due **24 hours before** its start; intake payment is due before intake. A cancellation fee or no-show fee is assessed only as described in the signed service agreement and may be deducted from prepaid funds, with any remaining eligible balance refunded or credited. Fees will not exceed the applicable signed terms. Refund method and processing time will be communicated in writing. Intake fees for intake services already performed are not automatically refundable.

4. Late arrivals, missed time, and no-shows

A grace period of up to 15 minutes may be allowed only if the current safety plan, court order, and staffing permit. A late arrival does not automatically extend the scheduled session. The supervisor may shorten, decline, or stop a visit if the delay creates a safety or operational concern. A no-show is documented objectively, including attempts to contact the scheduled participant; the provider does not determine custody or make-up parenting time.

5. Who is responsible for charges

The paying party is determined by the applicable court order and signed service agreement. If one parent cancels, the other parent is **not automatically charged**. Any disputed allocation will be reviewed against the controlling documents before billing. The provider will not use financial disagreements to alter court-ordered parenting rights.

6. Emergencies and safety-related interruptions

Illness, emergencies, threats, protective-order concerns, unsafe exchanges, suspected impairment, or child-welfare concerns must be reported promptly. Space City Connects may suspend or cancel a session for safety reasons independently of financial considerations. Fees and refunds will be reviewed individually under the signed agreement, services actually delivered, applicable law, and circumstances. Emergency or safety-related fee waivers are discretionary and will be documented.

7. Court orders, records, and communication

This policy does not modify a court order. Parents remain responsible for obtaining any required court clarification or modification. Cancellations, late arrivals, payment decisions, and related communications will be recorded and retained under the business records policy. Disclosure of information follows applicable law, court directives, and signed authorizations.

8. Acknowledgment

I have received and reviewed this policy. I understand that scheduling is subject to intake approval, safety screening, the controlling court order, and a signed service agreement.

Client printed name: _____ Date: _____

Client signature: _____

Provider representative: _____ Date: _____