



No Show & Cancellation Policy

The Autism Society, Tidewater Virginia is a non-profit organization who provides opportunities for families affected by autism to participate in autism-friendly events. Most of our events are free of charge or require a small donation. In order to provide these services to as many families as possible we do ask that families please be aware of our No Show/Cancellation Policy. If you RSVP for an event that has limited space to include Respite Night, Socials, Family to Family Workshops, Childcare for Monthly meetings and Autism 101 meetings, this policy applies.

The Autism Society prepares materials, volunteers, and/or staff to be present to provide your family with a great opportunity. If you do not show or cancel at the last minute, this affects our organization's resources provided, in addition to prevents another family in need from attending.

Cancellation: If you want to cancel for any reason, please call 757-461-4474 or email office at tidewaterasa@verizon.net/tidewaterasa@gmail.com no later than 3-6 hours before the event. This will give us the opportunity to cancel your slot and give it to another family who may be on our waiting list. If you cancel within 2 hours of the event, you will be considered as a NO SHOW.

Emergencies: We understand that emergency situations may arise with family and loved ones who are affected by autism. If this is the case, please call and discuss this with the office ASAP (preferably before the time of the event). If the event is during non-business hours please leave a voicemail letting us know your circumstances. We will waive single emergencies circumstances (does not include recurrent emergency calls)

No Shows: Anyone who does not contact us to cancel or anyone who cancels within 2 hours of an event is considered a NO SHOW (excluding Emergency listed above). After two no-shows within the calendar year, you will automatically be placed on waiting list for all future events.