



CANCELLATION AND FEE POLICY

Reminders

We are committed to making our cancellation and fee policy fair and therefore you will receive an appointment reminder at the time of booking your appointment and 3 days prior to your appointment. In addition, an email will be sent 2 days before your appointment.

Payment of session fees

All session fees are payable at the time of your session. If you are in financial hardship, please speak with us before your session so we can look at ways we can support you.

Unpaid invoices

All unpaid cancellation fees and session fees will be processed using your card on file. Outstanding invoices will also incur a \$10 fee for every 7 days past its due date. In instances where accounts are more than 30 days overdue, and we have not had communication from you about your intentions with the account we will refer the debt to an external collection agency. We haven't had to do this yet and hope we never have to.

If you change or cancel your appointment

- At least 48 hours' notice: NO fee payable
- Less than 48 hours: 50% of session fee payable. Community Access Recipient clients will be charged \$30
- First session: 50% of session fee payable regardless of notification period

If you don't show up for your appointment

- First session: 50% of session fee payable
- Regular session: 100% of the full session fee payable.
- Community Access Recipients: you may lose your place with our service.

Please note that a valid referral is required to access rebates through Medicare. Cancellation fees cannot be rebated through Medicare and may not be covered by 3rd parties like NDIS, TAC, VOCAT or Workcover.