



Cancellation Policy

Cancellation and Missed Appointments

Every client will receive a SMS reminder with the date and time of their consultation at the time of booking and 24 hours beforehand. In accordance with recommendations by the Australian Association of Social Work (AASW), fees for cancellation of appointments are as follows:

0 – 24 hours notice 100% of fee required
No show/unattendance 100% of fee required

Therefore if cancellations or changes to your appointment are made with less than 24 hours notice, you are responsible to pay the full consultation cost. The practitioner will attempt to contact you and after **20 minutes**, the appointment will be marked as unattended and the full fee of your appointment may be charged.

Any cancellations need to be made by contacting 0432 194 740.

Cancellation fees will be charged to cards saved on file or invoiced for payment online/in person.

Please, therefore, ensure that you attend your appointments!

(The Office of Fair Trading states that a business is within its rights to charge a cancellation or “no-show” fee for appointments, so long as this has been communicated to a new patient or customer before making the appointment.)

Acknowledgement

I have reviewed and understood this Cancellation Policy.

Client Name

First name:_____ Last name:_____

Client Signature:

Date Signed:
