



Cancellation Policy 2019

We charge a cancellation fee if you miss an appointment with less than 24 hours' notice. If you give us more than 24 hours' notice, the appointment may be cancelled with no cost.

Non-emergency cancellations

Non-emergency cancellations of sessions require at least 24 hours' notice. Non-emergencies include family holidays, pre-planned medical or dental appointments, family events, parties, school events, sports events, lack of babysitter, or anything else that is not designated 'emergency'. The session must be cancelled no later than 9am the day before the appointment time.

Emergency cancellations

Emergency cancellations require notification by **8am** on the day of the appointment. Emergency cancellations are only accepted for illness, illness of a family member, a death in the family, or natural disasters. Please do not come, or bring your child to therapy, with a fever, unidentified rash, vomiting, diarrhoea, or any highly contagious condition. Your child must be contagion free for 24 hours prior to the session. If you, or your child, arrive at the session and are clearly unwell, the session will be terminated and you will be charged the full cost for the session.

Cancellation fee

If a session is not cancelled by 8am for emergency cancellation, by 9am the day before for non-emergency cancellation, or if you forget the appointment, a cancellation fee will be charged. This is to compensate the therapist for reviewing the clinical notes record, planning and preparing for the session as well as for travel to you in some circumstances.

If you cancel the appointment after 9am the day before the appointment for a non-emergency, after 8am on the day of the appointment for an emergency, or do not attend the appointment, we will charge 90% of the full fee for the session.

NDIS Participants please note: Cancellation fees can be charged under NDIS at up to 90% of the full fee for session if you do not notify us that you are unable to attend by up to 3 days before your appointment. We have decided not to apply this extended notice period at this stage, but reserve the right to apply it for excessive cancellations.

Excessive cancellations

Excessive cancellations may also affect the continuity of your, or your child's, speech pathology program. Also, if cancellations become excessive, the client may lose the regular appointment slot in the clinician's schedule.

Travel charges

We reserve the right to charge 90% of travel fees as well as the session fee if you fail to attend an appointment for which we have travelled to your location.

New England Speech Pathology