

## **Cancellation Policy** – Updated January 2024

We take time to prepare individually for each client and see only a certain number of clients each day to ensure that we are providing the best possible service for each family. Cancelling your appointment ahead of time allows us to reschedule another client for the session time.

### **Should you need to cancel an appointment:**

- **Contact before 4 pm the previous business day (Monday – Friday), to avoid full cancellation fee.**
- **For Monday appointments, you will need to notify us before 4 pm the Friday prior to your appointment or full cancellation fee will be applied.**

On the first occasion of a late cancellation or no-show, 50% of the session fee will be charged. On all subsequent late cancellations or no-shows, the full session fee will be charged.

Cancel more than 3 times in a term we may move or postpone your therapy spot, especially for highly requested out-of-school time spots. Cancellation fees will be invoiced to you and must be paid before your next session for services to continue.

### **How We Remind You:**

Appointment reminders are emailed the day before your appointment, in the morning. The date of your next appointment is also on your most recent invoice. If you are unsure of when your next appointment is, please contact us.

### **How to contact:**

To cancel your appointment, simply contact us using any of the below methods:

- Text: Reply to your most recent appointment confirmation text.
- Phone: Call your most recent appointment confirmation number. Voicemails are time-stamped, so notice via a voicemail will be accepted at the time you call, not the time we get back to you.
- Email: Email your therapist directly or [info@communitalk.com.au](mailto:info@communitalk.com.au)

### **What can I do if I know I will be unable to attend and have given early notice:**

- Reschedule to another day or time.
- Book an education session to discuss questions or challenges, this can easily occur via Zoom.
- Book time for your therapist to provide custom resources, tailored for your child.
- Book a Telehealth - we have multiple resources to support online therapy.