



CANCELLATIONS, NO SHOWS & LATE ARRIVALS

Cancellation Policy

We are committed to providing a high quality service and in order to assist your vocal health and treatment we promise to:

- Help you schedule appointments ahead of time to ensure you are able to secure session times suitable for you
- Prepare for our sessions appropriately
- Be on time

In return, we request that clients provide us with sufficient notice when cancelling an appointment, or arriving late. The following policies apply for appointment cancellations, failures to attend and late arrivals.

Cancellation

- We will accept cancellations up to 24 hours before a scheduled appointment.
- If your appointment is cancelled with less than 24 hours notice, a late cancellation fee of 50% of your scheduled appointment will apply. This payment cannot be claimed using Medicare, WorkCover, or other government or private health funds.
- In exceptional circumstances and at our sole discretion we may wave the above late cancellation penalties.
- To cancel a session you must notify us by phone (including call or SMS).

Failure to attend without notice

- If you fail to attend a scheduled appointment and you do not provide us with a notice of cancellation, you will be liable to pay us the full fee of your session. This payment cannot be claimed using Medicare, WorkCover, or other government or private health funds.
- In exceptional circumstances and at our sole discretion we may wave the above failure to attend penalties.
- To cancel a session you must notify us by phone (including call or SMS).

Late arrival

- Late arrivals will be charged the full fee for the scheduled appointment. You will receive a shorter consultation within your allocated appointment time so as to not inconvenience other clients.
- We ask that you notify us as soon as possible if you are going to be late.
- If you are running late please notify us by phone (including call or SMS) or by email.

We greatly appreciate your support and understanding of our policy for appointment cancellations, failures to attend and late arrivals. Please contact us if you have any queries call *0410206155* or email enquiries@southernsydneyvoicetherapy.com.au