

### **CANCELLATION/NO SHOW/DNA POLICY:**

We understand that paying a cancel fee can be frustrating, and we genuinely dislike having to enforce it.

Our cancellation policy is communicated through various channels, including booking confirmations, appointment reminders, SMS notifications, online bookings, website, and in-clinic displays. A friendly reminder, to treat our team with courtesy, politeness and kindness. Verbal abuse or threats regarding the policy may lead to service termination or behaviour being reported.

Our cancellation policy aims to:

- Minimize disruptions to therapist schedules and prevent loss of therapist time allocated for your session.
- Ensure that other clients can access therapy without missing out.
- Prevent income loss: as a private practice, without a cancel fee (for late rescheduling, cancellations, or no-shows), the therapist (an independent contractor) receives no payment.
- Cover business costs incurred when booking your appointment, such as administrative charges and SMS reminders, which are not recoverable upon cancellation.
- Decrease the frequency of cancellations, no-shows, and missed appointments. The financial impact of multiple cancellations can be significant.
- Emphasize that you are paying for our time, which is limited each day for patient appointments. Unlike product-based businesses, we cannot make up for lost time.
- Note that last-minute cancellations are hard to fill, but if we manage to fill your appointment, no charge will be applied to you or your NDIS plan.

### **CANCELLATION POLICY (CONTINUED)**

#### **Non-NDIS Patients:**

- Short-notice cancellations (including no shows/DNA) are considered less than 2 business days notice from the scheduled appointment time.
- A fee of \$110 applies.
- This fee cannot be reimbursed through Medicare, Workcover, Third Party Funders, or private health funds.
- The fee will be automatically charged to the nominated debit/credit card on Halaxy. If not available, an invoice will be sent via post/email for payment.
- Failure to pay the cancellation fee may result in the use of a debit collection service.

### NDIS Participants:

- Short-notice cancellations (including no shows/DNA) are defined as less than 2 business days' notice from the appointment time.
- The fee amounts to 100% of the consultation fee.
- The charge is debited from the NDIS Plan (or credit/debit card on file for self-managed individuals or those with no NDIS funds).
- Cancellation terms are aligned with the most recent NDIA Price Guides, subject to changes.

### Change Modalities - Skip the Cancel:

- If unable to attend, consider switching to an online or phone consultation to avoid cancellation fees.

### Business Days:

Business days are Monday to Friday; Saturdays and Sundays are not considered business days for cancellations or no shows.

*Cancellation Example: if your Saturday or Monday 6 pm appointment needs to be cancelled, the deadline is 6 pm Thursday before. The cancellation fee is only charged if the appointment cannot be filled.*

### How to Cancel:

- Call 1300 3666 14 (you can leave a message)
- At present our carers (the lovely professionals who answer your calls) operate from 7:30am to 7:30pm Monday to Thursday and 7:00pm on Fridays, 8am – 1pm Saturdays excluding public holidays. Time zone is **AEDT** as they are remote and based in NSW.
- Click the 'Appointment Link' in your confirmation emails (expires 48 hours prior to appointment).
- Reply 'No' to your SMS reminder.
- Email [info@thepsychologyhub.com.au](mailto:info@thepsychologyhub.com.au).
- Email your practitioner.