

CANCELLATION POLICY

Strong Foundations Psychology is committed to providing the best service in a timely manner. Unfortunately, when a client cancels without giving adequate notice, it prevents another client from accessing our services. This policy is used in fairness to both our business and the clients who would otherwise have wanted an appointment. It is used as a way of respecting the time commitment of the psychologist including time spent preparing and accessing resources prior to an appointment. This cancellation policy is also in place to respect the community's access to the service and ensure that the psychologists' available time can be used effectively for the benefit of the clients. Finally, and importantly, it honours the commitment made by the client to meet their therapeutic goals by attending planned appointments.

This document explains the process for requesting a cancellation and the fees applicable. We are implementing a straightforward cancellation policy to be upfront about all the costs you may face when engaging our services.

All references to cancellation of appointments in this clause are also a reference to rescheduling of appointments.

Cancellation Process

We understand situations can arise in which you must cancel your appointment. Due to limited appointment availability, we request that you cancel with adequate notice. This allows us to fill that appointment slot and give this time to another client who may have been waiting.

You may cancel by contacting us by:

- phone 0474 327 521, and leave a message if necessary
- or email admin@strongfoundationspsychology.com

We require a minimum of 2 days' notice for cancellation. Please inform us by 4 PM 2 days prior to your scheduled appointment to notify us of any changes or cancellations. If no prior notice is given or the notice given is not in accordance with the cancellation process, you will be charged a cancellation fee (see below) for the missed appointment.

Late arrivals can only be extended to the remaining time of the scheduled appointment. For example, if you scheduled appointment is from 2:00 – 2:50, and you arrive at 2:20, the appointment will still finish at the scheduled time and a full fee will be charged.

Cancellation Fee

The cancellation fee is equivalent to the relevant session fee. The cancellation fee will be charged by credit card or you will be sent an invoice. The cancellation fee is the sole responsibility of the client and must be paid in full within 2 weeks after invoicing. The client will not be permitted to re-book the next appointment until the cancellation fee is paid in full.

Contact

Ph: 0474 327 521

Email: admin@strongfoundationspsychology.com

Address: 161 Lime Avenue, Mildura, 3500

Acceptable circumstances for waiving cancellation fees

We understand that plans may change due to uncontrollable and external circumstances. Missed appointments can be unintentional or may stem from an emergency, etc. Therefore, subject to approval by Strong Foundations Psychology, cancellation due to such circumstances will not incur a cancellation fee.

Questions

Our business believes that an appropriate client and business relationship is based upon mutual understanding. Questions about our cancellation policy should be directed to 0474 327 521.

Agreement

Please sign that you have read, understood and consented to this Cancellation Policy. By signing, you understand that you are holding a spot and you may be charged a cancellation fee if an appointment is cancelled without providing at least 2 days' notice or if the appointment is missed.

Customer Signature

Print Name

Date

Contact
Ph: 0474 327 521
Email: admin@strongfoundationspsychology.com
Address: 161 Lime Avenue, Mildura, 3500

