



## **Cancellation Policy**

Ladybug House values the time of both our clients and therapists. This is why we offer and schedule appointments that align with your availability. Our therapists aim to always start on time, ensuring an efficient and focused session for your child. For clients with permanent appointments, we guarantee consistency by offering same day, same time appointments throughout the year.

It is important to note that your child's therapist prepare each therapy session meticulously with activities that target your child's specific goals. While we understand the occasional need for cancellations, we kindly request to be notified in advance to effectively manage our team's time and to offer the appointment to another client that needs it.

In return, we will aim to give you at least 2 weeks notice for when your child's therapist is on planned leave and as much notice as possible for when they are sick. We will strive to reschedule your child promptly for a makeup session during your availability.

At Ladybug House we follow a two part cancellation policy:

### PART ONE: Applies to both permanent and casual appointment types.

If you need to cancel an appointment, we ask that you cancel BEFORE 3pm the day prior to the appointment and no Cancellation Fee will be charged. You may be offered fee paying options such as Telehealth, a Resource Pack or a Goal Writing Session in place of the canceled appointment to ensure your child's therapy continuity. Please note that a resource pack is only available every 3 months in order to ensure their effectiveness in helping your child reach their goals.

A Late Cancellation is when you cancel AFTER 3pm the day prior to the scheduled appointment and the full session fee is charged.

Alternative options will also be available for when your child cannot attend their appointment on short notice. Where suitable, the appointment can be changed to a Goal Writing Session or a Resource Pack (once every three months), or other appropriate services outlined in the therapy service agreement.

Telehealth will not be an option for late cancellation as our therapists need proper time to prepare a telehealth appointment and we can't do so on short notice.



Please note: If you are running late to an appointment we kindly ask that you contact our reception team to provide an estimated arrival time. If you fail to arrive for a session (No show), or if you are more than 20 minutes late, the session will be cancelled and a Late Cancellation fee will apply.

PART TWO: Applies to clients with permanent appointments only.

Ensuring consistent attendance in therapy is important, regardless of a child's condition. The ongoing support, personalised attention, and opportunities for practice and feedback provided by the therapist during each session are crucial for consistent progress toward the child's therapy goals. Recognising this, Ladybug House has incorporated an attendance component into the cancellation policy which applies to families with permanent appointments (ongoing).

Therefore, after 3 cancelled appointments within a rolling four-month period, irrespective of prior notification before 3 pm the day before, all ongoing appointments will be cancelled. Your child will be placed on the therapist's list of casual clients and future appointments will then be offered on a space-available basis.

Exceptions and Considerations:

Please be aware that cancellations supported by a medical/attendance certificate will not be counted toward the criteria outlined in Part Two of the cancellation policy. We acknowledge that unforeseen circumstances may arise, and these exceptions are designed to accommodate such situations while upholding the integrity of our attendance policy. Cancellations with a 14-day advance notice will also not count towards Part Two.