



## **Cancellation Policy**

We will send you an appointment reminder via SMS two days before your appointment for you to confirm or cancel your attendance to the appointment.

Our phone messaging service is available 24/7, allowing you to leave a message or reply to the appointment confirmation SMS if you cannot make it.

No Cancellation Fee is payable if you cancel before 3pm the day prior to the appointment.

The full fee is payable if the appointment is canceled AFTER 3pm the day before the scheduled appointment.

After 3 canceled appointments in a rolling 4 month period, all future appointments will be canceled and any future appointments will be on a space-available basis.

Cancellations notified 14 days in advance or cancellations justified with a medical/attendance certificate will not count as a canceled appointment in the rolling 4 month period.

A resource pack/home program can be requested in place of a canceled appointment, however, in order to ensure their effectiveness in helping your child reach their goals, only 1 resource pack is available every 3 months.



If you are running late for an appointment, you must call our reception team and let them know so your therapist can plan accordingly.

If you are more than 20 minutes late, the session will be canceled, and the cancellation policy and full fee will be applied.

If you fail to attend your initial appointment without contacting reception, you will be removed from the waitlist and will not be offered any future appointments.