



CANCELLATION POLICY

Our clinic's booking system is set to send a text (SMS) reminder 2 days prior to your appointment. The psychologist has set aside time specifically to see you, therefore please consider it a matter of courtesy that if for any reason you can't make your appointment or are running late, you call our office on 0269212016 so we may offer your appointment time to someone else and find a time for you that works.

As set out in the Client Handbook, the cancellation policy applies to all late cancellations (100% of consultation fee if less than 24 hours' notice or NO SHOW, 50% of consultation fee is for late notice, 1 business day). We reserve the right to charge you the **FULL FEE** for your appointment if you fail to attend an appointment, or if you cancel your appointment with less than 24 hours (**business days only**) notice. We also reserve the right to charge you a **LATE NOTICE FEE** if you reschedule your appointment with one day's (business days only) notice.

If your services are normally paid for by a third party, e.g., EAP, Defence or Workers Compensation, **the client is responsible for the cancellation fee** (not the third-party payer). This cancellation fee will need to be paid in full, prior to your next booked appointment. If you have been referred under a GP Mental Health Care Plan, you cannot claim a Medicare rebate for a cancelled appointment.

Please see table below for cancellation policy:

HOW TO CONTACT US	NOTICE PERIOD	APPLICABLE CHARGES
PHONE (02) 69212016 EMAIL admin@rrpp.com.au	NO SHOW or same day cancellation	FULL FEE is payable*
	LATE NOTICE (1 business day)	LATE NOTICE FEE (50% of consultation fee) *
	WITH NOTICE (at least 2 business days)	NO CHARGES apply

*Fee may be waived under exceptional circumstances (i.e., in the case of an emergency or unexpected sudden illness).