



Policy and Procedures

POLICY NAME	CANCELLATION POLICY
POLICY NUMBER	57
START DATE	1.1.21
REVIEW DATE	1.1.23

PURPOSE

The purpose of this policy is to provide guidance regarding ABC Speech Pathology's cancellation fees.

CANCELLATION POLICY

We are committed to providing a quality service to our clients, so as part of that commitment, we ask that booked appointments be attended on a regular basis.

ABC Speech Pathology has a 48-hours notice cancellation policy. Clients are expected to attend scheduled appointments. If changes are required 48 hours notice is required or a cancellation fee will be charged. Where clients / participants provide adequate notice (48 hrs) no charge applies.

Our policy is to charge 90% of the session fee if notice is not provided. Participants must not attend sessions if they are sick.

In the event of a no-show, the ABC staff member scheduled to support the client / participant will make every attempt to make contact to determine if there are any special circumstances or safety concerns and to provide a reminder of the scheduled session.

REVIEW OF THE POLICY

This policy will be reviewed on a two yearly basis. However, if at any time the legislative policy is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.