



Isa Therapy Services

ENABLING BETTER LIVING

## ***NON-ATTENDANCE / CANCELLATION POLICY***

Isa Therapy Services aims to provide a range of flexible times and locations for appointments in order to best meet the needs of our clients.

We understand that life can be busy and we provide a range of reminders to clients to help keep track of their therapy times (e.g. through letters, emails, phone calls, SMS, appointment cards or receipt reminders).

We request that clients contact us as early as possible to advise us when they cannot attend a scheduled therapy session time. Cancellations can be made via phone, email or via reply to our text messaging service.

Clients who do not attend appointments or fail to notify us of cancellations in a timely manner, will be charged a cancellation fee or no-attendance fee outlined below.

### **Policy**

#### **Early Notification Cancellation**

Therapy sessions cancelled before 9.00am on the day of the scheduled appointment will NOT incur a cancellation fee (\*early morning appointments scheduled to start before 9.30am need to be cancelled before 3.30pm on the day before the appointment).

#### **Late Notification Cancellation**

Cancellation advise provided after 9.00am on the day of the appointment (\*or after 3.30pm on the day before early morning appointments) will incur a fee of:

- **90% of the agreed price.**

#### **No Notification**

If you fail to attend a confirmed scheduled therapy session and we are NOT notified you will incur a fee of:

- **90% of the agreed price.**

### **Conditions**

We recognise that there may be exceptional circumstances where these fees may seem unjustified and the decision to waive a fee rests with the Service Manager. If a cancellation fee has been charged, it must be paid prior to the provision of any further services.

Please note that the cancellation fee may need to be paid personally by the family as third party organisations (i.e. Dept of Social Services or Child Safety) rarely pay cancellation fees for non-attendance at scheduled appointments.