



## **Cancellation Policy-**

### **Please read carefully, effective from 1st August 2018**

When appointments are booked, the psychologist reserves the whole session time especially for you, therefore the following cancellation policy is in place.

We require 24 hours notice to reschedule or cancel a session without occurring any extra fees. If less than 24 hours notice is given a 50% cancellation fee will be charged. This policy is in place to allow us to offer the allocated time to another client who may be on a cancellation or waiting list for an appointment. A 100% cancellation fee will be charged for non-attendance.

Psychological appointments funded through such systems as WorkCover, TAC and Department of Veterans Affairs are also subject to the cancellation policy outlined above. In these instances, any fee incurred will be forwarded to the client, not to the service funding the specific treatment. Additionally, please be aware that Medicare rebates are not available for cancelled appointments, which incur a cancellation fee.

We understand that sometimes you may be unable to keep an appointment because of sudden illness or an unexpected personal emergency. If this happens to you, please contact us as soon as possible to explain the situation.

To cancel or reschedule your appointment you can contact us via our phone number 1300 019 230 or send us an email at [info@inpsyncpsychology.com.au](mailto:info@inpsyncpsychology.com.au)

If you have questions or concerns about any of the information contained above, please do bring them up during your sessions so that any issues or concerns can be resolved.

By making the booking on behalf of yourself or a child under your care, you confirm that you are authorized to agree to this policy.