



Cancellation Policy

At Peach Speech Pathology we are committed to providing a quality service to our clients. As part of that commitment, we ask that appointments be attended on a regular basis. Regular attendance is essential to progress; therefore, an **80% attendance rate** across the term is required. Your attendance rate is not affected by public holidays, school holidays or cancellations initiated by the therapist.

Peach Speech Pathology has a 24-hour cancellation policy

Please let us know as soon as possible if it is necessary to cancel or re-schedule your session. Our therapists maintain full schedules so your advance notice enables us to offer the available appointment time to another client who has been on the waiting list for some time.

We will reschedule the appointment whenever possible. There is never a charge for cancelling or rescheduling your child's session when adequate notice is provided (24 hours), as long as you maintain an **80% attendance rate** throughout the term.

For example, if your child is booked for 10 sessions during the term you will be required to attend a minimum of 8 sessions to maintain 80% attendance. If you reschedule a make-up session within a week of the cancelled appointment, no cancellation fee will be charged.

Late cancellations and non-attendance without prior notification will be billed as follows:

| | |
|---|------------------------------------|
| Late cancellations (less than 24 hours notice) | 50% of the session rate |
| Non-attendance without notice or cancellation when 80% is not maintained | 100% of the scheduled session rate |

We realise emergencies and illnesses occur - so if your child wakes up sick, please call no later than 8:00am on the day of your appointment to avoid a cancellation fee.

Cancellations in advance may be made by e-mail or phone, but please be sure that you receive confirmation from your therapist.

Your appointment is a contract for exclusive use of the therapist's time during your designated appointment time. Cancellations directly affect the therapist's income, so non-attendance without notice and late cancellation fees cover the therapist's reserved time. In the event of an account remaining unpaid and being referred to a debt collection agency and/or law firm, all collection and legal demand costs will be added to the account.

Thank you for taking the time to read this policy.

I have read the information outlined above and agree to accept responsibility for all fees related to services rendered by the practitioners at Peach Speech Pathology.

Signed: _____ Date: _____

Peach Speech Pathology

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