



Cancellation Policy

We respect that your time is valuable, and we appreciate that you understand ours is too.

We have a 24-hour cancellation policy. Any cancellations that occur 24 hours or more before the scheduled time are able to be re-booked at no additional cost to the client.

The **first time** a cancellation is made within the 24hr period prior to the time of the booked appointment, the client will be given the opportunity to re-book (with no financial penalty applied).

Any subsequent cancellations by/for the same client that occur within the 24 hour period will be referred to the Clinic Manager and may result in a cancelled booking fee being applied (which will be 50% of the value of the consultation fee for that booking which had been made and subsequently cancelled).

Clients who make a booking and subsequently fail to present for their designated appointment (and have not contacted the Clinic to cancel their appointment), may result in a cancelled booking fee being applied (which will be equal to the value of the full consultation fee for that booking which had been made and subsequently not attended).

NDIS-funded clients will have cancellation fees deducted from their funding. Participants cannot access further services until cancellation fees are paid in full.

Connect to Wellbeing and clients accepted under Bulk-Billing arrangements will have services at our Clinic ceased and referred elsewhere if **two** booked sessions are late cancelled/not attended.

Kind regards,

A handwritten signature in black ink that reads 'Rachel Pearce'. The signature is stylized and cursive.

Rachel Pearce, MSc/BCBA/MAAP

Registered Psychologist/Board Certified Behaviour Analyst

Registration No. PSY0000976955

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