

Cancellation and Reschedule Policy

This policy is strictly observed and fees will always apply without **48 business hours notice**.

Cancellations will incur the following fees:

- 24 or less business hours notice – full fee
- 24 – 48 business hours notice – 50% of fee
- Cancellation on the day – full fee • DNA – full fee
- All DNA fees incur GST.

This policy is essential **to ensure the business can meet its many obligations** with staff, suppliers, outgoings, and facilities. When a client does not attend an appointment or changes appointment arrangements at short notice, it prevents the business from offering that time to another client. Please note that rescheduling cancelled appointments can be difficult as many of our clinicians are booked in advance, all reasonable efforts will be made to reschedule cancelled appointments.

Our cancellation policy is strict and is enforced. If you are not sure you will be able to make an appointment, it is important that you contact us as soon as possible. We also request that clients are kind and polite to our administration staff when discussing a cancellation, as **rude, disrespectful, forceful, and intimidating behaviour will not be tolerated.**

Further information about cancellations:

- Notifications about changing or cancelling appointments can be made via email or calling us during business hours.
- In situations where we are able to fill your cancelled appointment the cancellation fee may be waived.
- Cancellations and DNA fees are recouped following our outstanding fees policy. Where there is an outstanding fee, future appointments will be cancelled until the debt is settled. This is to avoid our clients incurring large amounts of outstanding fees which are burdensome to the client, and to ensure our business can meet its many obligations.
- As a customer, you can contact Fair Trading to make a complaint.

If think.grow.connect cancels an appointment:

From time to time a clinician will need to reschedule a clinic day due to sickness or other types of leave. You will be alerted as soon as possible **via SMS** with an invitation to contact our clinic to reschedule the cancelled appointment, we understand that not all clients will require a rescheduled appointment. We will make every effort to provide alternative times to those wishing to reschedule.

If there are concerns about cancelled appointments these can be emailed to the relevant clinician for follow up as soon as practicable. If it is an issue that cannot wait another clinician can be asked to



provide support or advice in the absence of your regular clinician. This will be via a phone conversation in the first instance and will be billed accordingly. Any further support in the absence of your regular clinician will be negotiated on an as needs basis and billed according to the service provided.