



Effective from 1st July 2022

IN MIND THERAPY CANCELLATION POLICY

Preparation for appointments can happen a week in advance, when you don't show up or cancel last minute that is time lost for everyone.

More than 48 hours notice - NO cancellation fee.

48-24 hours notice - \$60 cancellation fee.

Less than 24 hours notice - The FULL FEE will be charged.

No notice given/no-shows – The FULL FEE will be charged.

If you are funded by third-party payers such as Workcover or DVA, please note you are personally liable for the cancellation fee and not the third-party.

Please note all cancellations must be confirmed within office business hours. It is NOT sufficient to call and leave a voicemail over the weekend to avoid the cancellation fee.

If your credit/debit card is stored in our secure system, you agree to any applicable cancellation fees being charged without further approval needed.

Any exceptions to this cancellation policy are at our discretion.

NDIS CANCELLATION POLICY

In accordance with updated NDIS policies, our Cancellation Policy has changed. Outlined below is the new fee schedule.

More than 7 days notice - NO cancellation fee.

Less than 7 days notice - The FULL FEE will be charged.

No notice given/no-shows – The FULL FEE will be charged.

Please note all cancellations must be confirmed within office business hours. It is NOT sufficient to call and leave a voicemail over the weekend to avoid the cancellation fee.

If you are self funded and your credit/debit card is stored in our secure system, you agree to any applicable cancellation fees being charged without further approval needed.

Any exceptions to this cancellation policy are at our discretion.