



CANCELLATION POLICY

A reminder email or text message will be sent 48 hours before a scheduled appointment as a reminder. If you need to cancel your appointment, please contact Beelieve Paediatric Therapy Pty Ltd immediately to advise of your cancellation.

NDIS participants:

Beelieve Paediatric Therapy Pty Ltd adheres to the *Short Notice Cancellation guidelines* as per the *NDIS Pricing Arrangements and Price Limits 2024-25*. If you cancel a session, for any reason, less than 2 clear business days of a scheduled appointment Beelieve Paediatric Therapy Pty Ltd reserves the right to claim up to 100% of the appointment fee. Cancellation fees are not designed to be punitive, however are necessary to cover the time taken to prepare for the therapy sessions, and the income otherwise lost if your appointment time is unable to be filled at short notice.

The full session fee will apply if the session is shortened due to the participants late arrival. If Beelieve Paediatric Therapy Pty Ltd is late due to unforeseen circumstances the therapist, if possible, will extend the therapy time later than scheduled to accommodate the lost time. If the therapist is unable to extend the appointment or this option is not convenient for the participant, the therapist will adjust the appointment to reflect the actual therapy time and will be invoiced accordingly.

If there is an upcoming holiday or school event, please give as much notice as possible to cancel the session/s. Where possible, an alternate appointment time may be offered if sufficient notice is provided.

As per our COVID-Safe Workplace Plan, we reserve the right to refuse service if you or your child demonstrate any signs or symptoms of COVID-19. We respectfully ask that you inform us and cancel any sessions if you are unwell.