

FOUNDATION FIRST SPEECH PATHOLOGY

CANCELLATION POLICY

If the participant makes a short-notice cancellation, 24 hrs before the scheduled Service, the provider will charge 100% of the agreed price for the cancelled appointment.

Where a participant fails, at short-notice or without notice, to keep the scheduled appointment, the participant will be charged the 100% of the agreed price for the cancelled appointment.

For other cancellations, where the participant has provided notice of cancellation more than 24hrs before the scheduled service, the provider will not charge a cancellation fee and an alternative appointment will be offered in the same week if possible.

Where a school, home, or preschool visit has been cancelled with less than 24hrs notice, 100% of the appointment less travel will be charged if the clinician has not already attended the site for the appointment. If the appointment is not kept with no notice, 100% of the appointment with travel will be charged.

For any questions or queries related to this policy, please contact: sarah@foundationfirstsp.com or 0472 670 570.