

CANCELLATION POLICY

At Light Up Their World we value consistent and high-quality intervention. If you need to cancel an appointment it is recommended it occur before 3pm on the day before your appointment to avoid a cancellation fee. It is understood that sometimes cancellations need to occur on the day, and these will be assessed on a case-by-case basis.

NDIS Clients: If you contact Light Up Their World after 3pm the day before your appointment or on the day of your appointment there will be a cancellation fee of 90% charged to your NDIS account.

Private/Fee for Service clients: A cancellation fee of 90% will be payable prior to your next scheduled appointment.

NB: NDIS recently changed it's short term cancellation window to 7 days. We will not be implementing this time frame at present, however we may move to utilise this process should we determine it necessary.

Should your therapist arrive at your scheduled appointment and you and your child are not at home or at the location of the appointment with no prior notice, the scheduled session will be charged at 100% of the scheduled fee for that session. Private clients will need to pay this fee before any further sessions will be booked.

Where Light Up Their World cancels a session due to operational reasons, the service will be rescheduled at no penalty to either party.

Where three (3) cancellations or no shows occur in a 12-month period, Light Up Their World will contact the family and their support network to determine whether the support we are providing are best suited to the needs of the child and the family dynamics. Ongoing no shows will result in service being cancelled.

Light Up Their World also reserves the right to cancel future booked appointments due to non-payment of invoices. Sessions will be cancelled should invoices remain unpaid after seven (7) business days with no contact to advise of payment or financial hardship. Upon receipt of the outstanding payment/s, the client will be able to re-book any missed appointments. There is no guarantee of the regularly preferred or scheduled appointment time or immediate availability of a preferred practitioner.

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