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PAYMENT & CANCELLATION POLICY

PAYMENT INFORMATION

An electronic invoice will be issued on the day of your child's session, or the closest business day as possible. We are currently unable to accept physical payment on the day.

If this poses an issue for you or your family please speak with River Speech.

Payments can be made via bank transfer and are required within 7 days of the invoice being issued. Failure to do so may result in sessions being ceased or suspended.

For NDIS participants, families are responsible for ensuring there are enough funds within their NDIS plan to cover the cost of scheduled services. Families will be personally responsible to cover the cost of any outstanding invoices should plan funds be unavailable.

CANCELLATION FEES

Non-attendance and late notifications may incur a cancellation fee.

Cancellation fees are outlined below;

- More than 24 hours' notice – no charge
- 3 – 24 hours – 50% of session fee
- Less than 3 hours – 100% of session fee

Please be aware that repeated cancellations or non-attendance may result in cessation of therapy services and/or being placed back on the waiting list for services. This will be discussed with the family as required.

I acknowledge that I have read the relevant fee information and the Payment & Cancellation Policy. I agree to pay all fees and charged from River Speech according to the information provided.

Signature:

Name:

Date: