



P: 0421172655
E: samara@littleleapsspeechtherapy.com.au
W: www.littleleapsspeechtherapy.com.au
ABN: 25 616 527 873

PAYMENT AND CANCELLATION POLICY

January 2024

PAYMENT INFORMATION

An electronic invoice will be issued on the day of your child's session.

Payments can be made via bank transfer and are required within 7 days of the invoice being issued. If **two invoices** for our services **are unpaid**, services **will cease** until the account has been settled to avoid accumulation or large debts. This may include NDIS plan managed clients.

We are currently unable to take physical payment on the day. If this will be an issue for you or your family, please speak to Little Leaps Speech Therapy to discuss further.

For NDIS participants, families are responsible for ensuring that there are enough funds within their NDIS budget to cover the cost of delivered and scheduled services. If you attend a session when you have run out of funding, you will be responsible for full payment of that session fee.

CANCELLATION FEES

A cancellation fee may be issued for non-attendance and late notifications. You will be notified of planned services and a reminder will be issued at least 24 hours prior to appointment occurring.

Cancellation fees are outlined below:

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

Please be aware that repeated cancellations or non-attendances will be discussed with families and may result in cessation of therapy services and/or being placed back on the waitlist.

I acknowledge that I have read the relevant fee information and payment and cancellation policy. I agree to pay all fees and charges from Little Leaps Speech Therapy according to the information provided.

Child's Name receiving services:

Signature on behalf of child:

Name:

Date:

