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PAYMENT AND CANCELLATION POLICY

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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 48 hours prior to appointment occurring.

Cancellation fees are outlined below:

- More than 2 business days' notice- no charge.
- 1 business days' notice- 50% of session fee.
- Cancellation on day of session - 100% of session fee.
- Non-attendance, or attending and unable to complete session due to sickness- 100% of session fee.

These charges will be charged at Little Leaps discretion and discussed with the family as needed. Circumstances out of your control will be considered. 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.

Little Leaps Speech Therapy will endeavour to fill your appointment where possible either with work for yourself or another client, to lessen cost to participants.

