



iThriveOT Pty Ltd
ABN: 19 655 174 048

Cancellation Policy

Occupational Therapy and AHA2 services:

Service Type	Fee
Functional capacity evaluation cancelled prior to 7 days before appointment	No fee
Functional capacity evaluation cancelled less than 7 days before appointment	2hr charge at OT rate
Ongoing Appointments cancelled prior 7 days before appt	No fee
Ongoing Appointments cancelled less than 7 days before appt	Session charge charged
No show/did not attend	Session fee charged
No show/did not attend with therapist travel having occurred	Session fee charged and travel time/km fees charged

iThriveOT Programs:

Service Type	Fee
Appointments cancelled 7 days before appt	No fee
Appointments cancelled less than 7 days before appt	Session charge applied; participant ratios and program planning has already occurred at this point
No show/did not attend	Session fee charged
No show/did not attend with travel time included for therapist	Session fee charged and travel time/km fees applied



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iThriveOT Driver Assessment:

Service Type	Fee
Appointments cancelled 7 days before appt	No fee
Appointments cancelled less than 7 days before appt	2hr charge at OT rate
No show/did not attend	2hr charge at OT rate