

PAYMENT and CANCELLATION POLICY

PARKWAY COUNSELLING is committed to providing the best service in a timely manner. We aim to accommodate your needs.

Unfortunately, when a client cancels without giving adequate notice, it prevents another client from being served. This cancellation policy is used as a way of respecting the time commitment of all involved. It explains the process for requesting a cancellation and the fees applicable. This policy is used in fairness to both our business and the clients who would otherwise have wanted an appointment.

We are implementing a straightforward cancellation policy to be upfront about all the costs you may face when engaging our services.

Deposits and Payment Methods

To secure your appointment, a 50% deposit is required at the time of booking through Halaxy. (booking system used). This deposit will be deducted from your total service fee.

We accept the following payment methods through Halaxy:

- Credit Card
- Debit Card
- PayPal

Balance Payment

The remaining balance for your service will be due at the time of your appointment. We accept the following payment methods at the appointment:

- Credit Card
- Debit Card
- Paypal

Third-Party Payment Processing (Halaxy)

Our booking system, Halaxy, is a secure third-party platform that processes all online payments. Parkway Counselling does not collect or store your full credit card information. Halaxy adheres to industry-standard security practices to ensure the safety of your financial data. For more information on Halaxy's security practices, please refer to their privacy policy located at <https://www.halaxy.com/patient>.

We recommend you review Halaxy's terms and conditions before booking.

If you have any concerns about making payments through Halaxy please contact Parkway Counselling for further instructions on making payments by direct deposit.

Please note: By using Halaxy to make your booking and deposit, you agree to their terms and conditions regarding payment processing. We are not responsible for any issues arising from your use of Halaxy.

Cancellation Process

We understand that unexpected events can occur. However, to be respectful of our time and allow others access to appointments, we require a minimum of 24 hours notice for cancellation. Cancellations made in less than 24 hours will forfeit the deposit.

You may cancel by contacting us by the following options:

Changing appointment through Halaxy;

Call 0423 151 852 ; or

Email parkwaycounselling@outlook.com

Please make sure Parkway Counselling has responded to your notification of cancellation. Failure to notify and receive a confirmation of the cancellation may result in a payment being made.

Reschedule appointment

We understand that sometimes appointments need to be rescheduled. To be respectful of our time and allow others access to appointments, we would appreciate a minimum of 24 hours notice for rescheduling.

Please reschedule appointment in the manner listed above for cancellations. Please make sure Parkway Counselling has responded to your rescheduling of appointment. Failure to notify and receive a confirmation of the rescheduling may result in an unwarranted payment being made.

No-Shows

If you do not show up for your scheduled appointment without prior cancellation, the full amount of the service will be charged to the card on file with Halaxy.

Price Changes

We reserve the right to adjust our prices without prior notice. The price quoted at the time of booking will be the price honored for your appointment.

Questions

If you have any questions regarding our payment policy, please do not hesitate to contact us at 0423 151 852 or parkwaycounselling@outlook.com

Late Arrivals

If you are late to your appointment whether in person or online the appointment will end at the the original specified time. Payment will be for the full amount of the time scheduled – not the time you have arrived for. If you are longer than 15 minutes late past your appointment time, the appointment will have to be rescheduled and/or the appointment cancelled, which may incur a cancellation fee.

Cancellation Fee

The cancellation fee is 50% of the full paying fee i.e. \$75.00.

The cancellation fee will be charged at the time of the appointment (which is the deposit fee) through Halaxy.

Acceptable circumstances for waiving cancellation fees

We understand that plans may change due to uncontrollable and external circumstances. Missed appointments can be unintentional or may stem from an emergency, etc. Therefore, cancellation due to such circumstances will not incur a cancellation fee. Having cancellation fees waived requires approval from Parkway Counselling.

Refund policy

If the notice of cancellation is given before the scheduled appointment, Parkway Counselling will refund any deposit that was received to book the appointment.

Questions

My business firmly believes that a good client and business relationship is based upon mutual understanding. Questions about the cancellation policy should be directed to Julie Lovelle, Practice Owner.

Agreement

Please sign that you have read, understood, and consented to this Cancellation Policy. By signing, you understand that you are holding a spot and you may be charged a cancellation fee if an appointment is cancelled without providing at least 24 hours' notice or if the appointment is missed.

Date

Client Signature

Print Name