

## **CANCELLATION POLICY**

### **1. Objectives and Background**

- (a) Think.Talk Therapy Services is committed to providing the best service in a timely manner. We aim to accommodate your needs.
- (b) 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.
- (c) We are implementing a straightforward cancellation policy to be upfront about all the costs you may face when engaging our services.

### **2. Cancellation Process**

- (a) We understand situations can arise in which you must cancel your appointment. Due to limited appointment availability, we request that you cancel with adequate notice. This allows us to fill that appointment slot.
- (b) You may cancel by contacting us by:
  - (i) phone 0401686053; or
  - (ii) email [admin@thinktalk.com.au](mailto:admin@thinktalk.com.au).
- (c) We require a minimum of 2 days' notice for cancellation. Please inform us by 4 PM 2 days prior to your scheduled appointment to notify us of any changes or cancellations.
- (d) If no prior notice is given or the notice given is not in accordance with the cancellation process, you will be charged a cancellation fee (see below) for the missed appointment.
- (e) Late arrivals can only be extended to the remaining time of the scheduled appointment. If you are 15 minutes late past your appointment we will have to reschedule or cancel the appointment, which will incur a cancellation fee.
- (f) All references to cancellation of appointments in this clause are also a reference to rescheduling of appointments.

### **3. Cancellation Fee**

- (a) The cancellation fee is equivalent to the relevant session fee.
- (b) The cancellation fee will be charged by credit card.
- (c) The cancellation fee may be deducted from any deposit paid for the appointment (if any).
- (d) The cancellation fee is the sole responsibility of the client and must be paid in full within 2 weeks after invoicing.

### **4. 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, subject to approval by Think.Talk Therapy Services, cancellation due to such circumstances will not incur a cancellation fee.

## **5. Questions**

Our business firmly believes that a good client and business relationship is based upon mutual understanding. Questions about our cancellation policy should be directed to 0401686053.

## **6. 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 2 notice or if the appointment is missed.

.....  
Date

.....  
Customer Signature

.....  
Print Name