



FREMANTLE SPEECH PATHOLOGY SERVICES

Cancellation Policy 2022

The therapists at Fremantle Speech Pathology Services are committed to providing a quality service to their clients, so as part of that commitment, they ask that appointments be attended on a regular basis.

Regular attendance is essential to your child's progress; therefore, an **80% attendance rate** across the term is required.

(Your attendance rate is not affected by public holidays, school holidays or cancellations initiated on behalf of the therapist).

Fremantle Speech Pathology Services has a 24-hour cancellation policy.

Please let us know as soon as possible if it is necessary to cancel or reschedule your child's session. Our therapists maintain full schedules, so your advance notice enables us to offer the available appointment time to another client who has been on the waiting list for some time.

Attendance rate is calculated on a term by term basis. This allows for 2 session cancellations per term before a cancellation fee is applied. This applies for sessions cancelled more than 24 hours-notice. Sessions cancelled with less than 24hours-notice will still incur a fee.

We will attempt to reschedule your child's appointment whenever possible. Rescheduled appointments do not impact the overall attendance rate. If attendance for the term falls below 80%, a cancellation fee of up to 100% of the scheduled session rate can be charged. Should attendance fall below 80%, we cannot guarantee your regular time slot, particularly if it is at a highly desirable time such as before or after school, or Saturdays.

Late cancellations, no-shows (non-attendance without prior notification), and cancelled sessions resulting in less than 80% attendance will be billed at the following rates:

- **Late cancellations (less than 24 hours-notice) = up to 100% of the scheduled session rate.**
- **No shows = 100% of the scheduled session rate.**
- **Cancelled sessions resulting in attendance falling below the 80% = up to 100% of the scheduled session rate.**

Your appointment is a contract for exclusive use of the therapist's time during your designated appointment time. No-show and late cancellation fees cover the therapist's reserved time that goes unused.

Cancellations may be made by e-mail, phone, or in response to the appointment reminder text message.

We realise emergencies and illnesses occur - so if your child wakes up sick, please call no later than 8:00am on the day of your appointment.

Thank you for taking the time to read through this policy.

I have read the information outlined above and agree to accept responsibility for all fees related to services rendered by the practitioners at Fremantle Speech Pathology Services.

Signed: _____ Date: _____

Parent name: _____

Child's name: _____