



## **Cancellation Policy**

### **Individual assessment and intervention sessions**

We understand that sometimes you may need to cancel an appointment due to illness, school activities or for various other reasons. If you need to cancel an appointment, we will offer to reschedule that appointment to ensure we continue to make progress with our therapeutic goals. We will do our best to find a time to reschedule that is mutually suitable. If we are unable to do this, we will have to enforce the following Cancellation Policy:

- **If you provide more than two business days notice, there is no charge for cancellation as this will allow us time to offer the appointment to another client in need.**
- **If you do not provide at least 2 business days notice and we are unable to reschedule the appointment, you will be charged a cancellation fee of 90% of the session cost.**

At Potential Therapy Services for Children, we are dedicated to working specifically with children and their families. Children, by nature, are more susceptible to contracting and sharing illnesses and so we receive a number of cancellations on a daily basis. We need to enforce our cancellation policy to ensure our business is viable and sustainable to continue to provide therapy services to all our valued clients.

To cancel or reschedule an appointment, please call us on 9754 3061.