




Policy	Fees and Cancellation Policy
Document Status:	Current
Policy Owner:	Grant Finlay
Signature:	
Scheduled Review Date:	September 2025
Familiarisation Frequency:	Annually

FEES

- A standard session is between 50-60 minutes. The cost of a standard session is currently \$130 plus GST (\$143).
- Some Eye Movement Integration Therapy sessions may last between 80-90 minutes. The cost of these sessions is \$195 plus GST (\$214.50).

This counselling service does not attract Medicare rebates, therefore full payment is required by the client or client's parent/guardian at the end of the session.

We reserve the right to charge fees in advance of a session where a client has previously failed to pay on time, has cancelled sessions without notice and/or has an outstanding cancellation fee. No further services will be provided until outstanding fees have been paid.

WHY THE NEED FOR A CANCELLATION POLICY?

- It is not possible to fill a 50+ minute session with short notice
- Your counsellor dedicates significant time and care to session planning and preparation
- To be fair to other clients who would have taken the appointment time if given sufficient notice
- There are substantial overhead costs associated with providing you with this service

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Version: 1.0

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CANCELLATIONS

Please read this carefully. This policy outlines the terms and conditions of the provision of our services to you.

The cancellation of an hour appointment at short notice leaves a large gap in your therapist's day that may be difficult to fill. Cancellation fees help prevent the therapist from experiencing an unreasonable loss of income.

The cancellation fee is the full amount of your usual session fee.

In order to avoid a cancellation fee, you must provide **a minimum of 48 HOURS notice, not including weekends or public holidays (ie two business days)** if you need to cancel or reschedule a session. While the initial intake session is without a fee, should this session be cancelled without 48 hours notice, a rescheduled intake session will incur the standard fee of \$143.

A cancellation fee may be waived, at the discretion of your therapist, for the following:

- emergencies
- exceptional circumstances

For any "no-show", the cancellation fee will be charged to you with no exception.

If you are over 15 minutes late and have not contacted us, we will assume you are not coming and will consider that cancellation without notice, meaning a cancellation fee will be charged.

When rescheduling an appointment, please note that it is considered a cancellation of the original appointment. This means that any cancellation policies or fees that apply to cancellations will also apply to rescheduled appointments where adequate notice is not given.

WHAT HAPPENS IF THE CANCELLATION FEE IS NOT PAID PROMPTLY?

If a cancellation fee is charged under this policy and you do not pay the fee by the due date we reserve the right to cease providing you with the service. We also reserve the right to take any further reasonable action necessary to recover any unpaid fees and to bill you for any reasonable additional costs incurred in taking such action.

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IF WE CANCEL

Occasionally, circumstances might prevent us from delivering a session as agreed. We will give you as much notice as possible if this happens. We will not charge you for appointments we cancel and will do our best to re-book at a time that best suits you.

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