



2021 Virginia Hill Speech Pathology New Policy Cancellations of appointments

Our clinic and therapists are both in high demand and we need to be able to offer your unused time slot to someone anxiously awaiting therapy if you are unable to attend.

Cancellation fees will now be charged at the following rates if the 48 hr (Two Business Days by email) notice period is not provided to us by

email to team@virginiahillsp.com.au

For 45min missed Session = \$70 cancellation fee

For 1 hr missed Session = \$90 cancellation fee

For 1.5 hr missed Session = \$140 cancellation fee

For 2 hr missed session = \$180 cancellation fee

If you have already missed the appointment and did not give 48hrs (Two Business Days by email) notice these fees will not be able to be waived. If you are attending our clinic you agree to these cancellation terms.

If you repeatedly cancel throughout the year more than five sessions even with 48 hours notice (Two Business Days by Email) you will be charged a cancellation fee for any remaining sessions cancelled through that calendar year.

Our therapists and receptionists are not able to spend hours of administrative time in managing complaints about cancellations by signing this policy you agree to these terms.

Client Name _____

Signature of Payer:

_____ Date _____