



Cancellation Policy of Ready to Rise Pty Ltd

We appreciate that a cancellation may be unavoidable, however, when clients do not turn up to scheduled appointments or we receive late notice, we are unable to offer this appointment to another client and business expenses continue.

We ask that a minimum of 24 hours is given when cancelling an appointment.

Should the client not attend, without providing 24 hours' notice 100% of the appointment fee will be charged. If the Therapist has attended a home visit the travel costs incurred will also be charged.

Cancellation process

You may cancel an appointment by:

- Contacting Kelsey Pringle by phone: 0487677954 text or phone call is appropriate.
- Email: kelsey@readytorise.au

Late arrivals

We understand that things happen, and you may be late for an appointment.

- Late arrivals (up to 30mins) can only be extended to the remaining time of the scheduled appointment.
- If you are more than 30mins late past your appointment time, we will have to reschedule or cancel the appointment, which will incur a cancellation fee.

Nonattendance

If a client does not present at the scheduled appointment at all, without prior notice, this will be recorded as a non-attendance or 'no show'. The full scheduled fee will be charged.

Multiple cancellations, reschedules, late arrival or non-attendance.

- Clients with a history of multiple late cancellations or no-shows will have their need for support reviewed. This is to ensure those trying to access service provision and are motivated to engage with therapy can do so.



Cancellation fee

The cancellation fee is the full amount of the scheduled fee. The cancellation fee will be charged by bank transfer, credit card or third-party funder (i.e. NDIS plan manager).

Cancellation reminders

Appointment reminders will be sent to clients or their representative/referrer 2 days prior to the scheduled appointment. Appointment reminders are sent via SMS and email. Reference to the cancellation policy is included in these reminders.

Your right to receive treatment from us anonymously (or by using a pseudonym)

Where it is lawful and practicable for us to do so, you can be treated anonymously or through use of a pseudonym (a name other than yours).

Updating this policy

We will update this policy from time to time, to reflect any changes in our cancellation process.

We will notify you of changes to the policy by email communication to all parties involved in our service at the time of the change.

Questions?

Should you have any questions or require further clarification about our cancellation policy, please contact:

Kelsey Pringle (Director), kelsey@readytorise.au, 0487677954

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