



## Cancellation Policy

You do not have to agree to this policy, however, Carnation Lane will not provide you with service(s) without your agreement. Upon booking any appointment or service with Carnation Lane you must agree to this policy in full. Clients are sent this policy with their initial paperwork.

Clients also receive a reminder text message 48 hours before their appointment and are required to reply "YES" or NO" to confirm or cancel/reschedule their appointment. Sessions cancelled within 24- 48 hours will be charged at 50% of the full rate. Sessions cancelled within less than 24 hours will be charged at the full rate.

For cancellation of any training packages or other work that requires more than 3 hours consecutive work (eg: consultations), we require at least 5 business days notice of cancellation. Cancellations within 4-5 business days will be charged at 50% of the full rate. Cancellations within 3 business days will be charged at the full rate.

Having a strict 48-hour cancellation policy is important because:

- It is not possible to fill a 50+ minute session with another client within short notice.
- Our workers commit to providing significant time and care to session planning and preparation.
- We want to reduce the income loss as a direct result of client cancellations and non-arrivals. We are not a government agency and if a worker has a client not turn up the worker loses income.
- To be fair to other clients who would have taken the appointment time instead.
- There are substantial overhead costs associated with providing you with the service(s).
- We want to save you the cost of a cancellation fee and avoid possible disputes about paying cancellation fees.

Our cancellation conditions to avoid paying fees:

- For all appointments we require **at least 48 Hours across 2 business days\*** notice of cancellation.
- For any training packages or other work that requires more than 3 hours on the same day (eg: consultations), we require **at least 5 business days** notice of cancellation.
- If we offer a suitable alternative time within the same calendar week and you reschedule (and attend) the rescheduled appointment, a cancellation fee will not apply.
- Calling or emailing Carnation Lane is the most effective way to ensure we receive your cancellation notice. When you reply "NO" to the reminder message sent within 24 hours to cancel would already mean that your opportunity to reschedule or cancel without penalty has already expired.
- Cancellation fee applies except in the case of an illness or family emergency\*.

\*A 'business day' is:

Any normal weekday other than a public holiday or office closure period, Monday to Friday from 9:00am until 5:00pm.

\*Illness or family emergency includes serious events such as:

- An illness, injury, or death
- Attending a funeral
- A car accident



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# Carnation Lane

Therapy and Consultancy



- Other extenuating circumstances – please discuss with your worker

Please note that appropriate evidence may be required to waive the cancellation fee for illness or family emergency.

Not paying the cancellation fee can result in Carnation Lane discontinuing your service(s). Carnation Lane also have 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.

We hope you find this to be a fair and reasonable policy and we thank you for your understanding and cooperation.

\*\*\* Document to be electronically acknowledged via client intake form on Halaxy for client appointments \*\*\*



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