

# EAT LOVE LIVE



## CANCELLATION / RESCHEDULE POLICY

**Not attending an appointment, or cancellation within 48 business hours of the appointment will result in the full fee for the booked appointment being charged to the client.**

*Clients are not able to claim Medicare rebates for the payment of cancelled or unattended appointments.*

*An appointment reminder text will be sent 3 business days prior to an appointment and an reminder email will be sent 5 business days prior to the appointment.*

*If you cancel an appointment within the 48 hour period you will be contacted to remind you of the fee and offered to change to telehealth, phone or keep the appointment.*

*We will wait for a period of 1 hour for a response before the appointment slot will be offered to another client on the waiting list.*

### ***Why do we have a cancellation policy:***

We aim to be a values driven and inclusive practice *and* we need to maintain business based boundaries for business sustainability and to ensure safe and fair working environments for our consulting clinicians and administration employees.

### ***Cancellation fees allow us to stay in business:***

A cancellation fee allows us to stay in business, assisting in covering all overhead costs and prevents our clinicians overbooking to compensate for cancelled appointments; which is a risk for clinician burn out. It enables our consultants to be remunerated for the time and labour they have put into preparing for sessions.

Our consultants' only source of income comes from the fees they earn for their time and services during appointments, which necessarily includes cancellation fees. While it might seem like waiving a single cancellation fee isn't significant, if every client felt they could cancel without penalty, it would jeopardize our ability to remain in business. We are committed to staying in

operation and continuing to serve the community, but to do so, we need reliable appointment and cancellation fees to sustain our work and keep providing support.

***A Cancellation fee means more appointments are attended:***

Enforcing our cancellation policy helps ensure that clients are more likely to keep their appointments, reducing the chances of wasted time. A late cancellation impacts three parties: your clinician, who has invested time preparing for your session; other clients on the waitlist who could have used the appointment; and you, who miss the opportunity to meet with your clinician for support. A notice of 48 business hours gives us sufficient time to find another client to fill the slot.

***We have a no exceptions policy to waiving the cancellation policy:***

A no-exceptions cancellation fee policy ensures fairness for all our clients. By applying cancellation fees to all late cancellations or no-shows, our administrative team avoids the difficult task of deciding who has a more valid reason for missing an appointment.

Charging the fee consistently, regardless of the reason, helps maintain fairness for everyone. We believe this approach is more fair for those clients who don't try to avoid paying the fee, as they understand we don't have unlimited resources to absorb losses. We also believe it's especially fair for clients who may find it harder to argue their case, due to factors like disability, literacy, education, or anxiety.

We waive the late-cancellation fee only in cases of major incidents (e.g., a serious car accident) or when physical illness is so severe that telehealth is not an option. *(Of course for hands-on treatments with our physio we appreciate that telehealth may not be an option and we can assess these cases as they arise; please call or email reception and it will be discussed with the physio and management.)*

These are the only circumstances under which the fee will be waived. We do not waive the fee for cancellations due to mental health issues or hospitalization related to mental health, as this is a common situation among our clients and would be unsustainable for us to accommodate without significantly raising our fees. Our policy is consistent for all clients, and we do not make exceptions beyond the listed reasons.

Cancellation fees are applied automatically and if there is a need to refund due to a major incident or illness this will be discussed and decided in consultation with management and the clinician involved.

***Clients are well-informed and consent to paying a cancellation fee when they use our services.***

The cancellation policy is clear on our website and on all communication with clients including new client forms, appointment confirmation, appointment reminder SMS and emails. Attending appointments that these communications are related to implies agreement with this policy.

We intentionally communicate this policy in multiple ways so that people are fully aware and are not surprised when it is enforced; we do not wish it to be a hidden cost. You can cancel your appointment by phone during business hours, or using the 'cancel appointment' link in the confirmation email; this instantly cancels the appointment from the diary. If your communication style suits email or SMS this is also an option but note email and SMS will only be checked in business hours. We remind all clients of our cancellation policy when booking or rescheduling appointments and send further reminders via email and SMS prior to the appointment.

By you engaging in our service you are agreeing to our cancellation policy, which is clearly communicated on the website and in all communications during the booking process.

Attending our services are voluntary, and you choose to attend only if you accept our business terms and conditions. However, if you do not agree with our terms, you are free to choose another business whose policies better align with your values.

### *Is it neuro affirming?*

We aim to support all neurotypes and practice in a neuroaffirming way by having firm cancellation fees that can support structure, predictability, and accountability. We appreciate that there is no one way to affirm and support all the neurotypes and individuals we support we intend to be neuro affirming by having:

1. **Clear Boundaries and Expectations** for reassurance and with the intention to reduce uncertainty; ensuring that everyone knows what to expect and what the consequences are.
2. **Reduced Cognitive Load:** When the cancellation policy is applied consistently, it reduces the mental load of having to negotiate or justify decisions about missed appointments.
3. **Respect for Time and Resources:** We aim to have a reliable, predictable system that can make appointments more manageable. There are a range of ways for people to

connect with us and arrange and change appointments. We intend to show respect for consumers and clinicians time by having a structured system in place that can provide reassurance and decrease stress around the logistics of appointments.

4. **Equity for All Clients:** A non-negotiable cancellation fee policy applies the same rules to everyone

In essence, firm cancellation fees can help create a predictable, respectful environment that acknowledges the diverse needs of clients, including those with neurodivergent traits, while maintaining professional integrity and operational sustainability.

### Understanding 48 Business Hours vs 48 Hours' Notice

A 48-business-hour cancellation fee means that the cancellation needs to be made within 48 business hours of the appointment time, **excluding** weekends and holidays. This policy takes into account that weekends (Saturday and Sunday) don't count as business hours, so it ensures clients have enough time to make changes to their appointment during the business week.

#### **Example:**

- **Appointment Date:** Tuesday, 3:00 PM
- **Cancellation Deadline:** To avoid the cancellation fee, the cancellation must be made by **2:59 PM on the previous Friday**.

Here's how it works:

- If you want to cancel the appointment and avoid the fee, you must cancel by **Friday at 2:59 PM**.
- If you cancel after **Friday at 2:59 PM**—even if it's over the weekend—there is less than 48 business hours notice, and the cancellation fee applies.
- For instance, if you cancel on **Monday morning** (even though it's 24 hours before your appointment), the cancellation is still too late, as it's less than 48 business hours from Tuesday afternoon. In this case, the cancellation fee would apply.

Full credit to [veryhelpfulchats.com.au](https://www.veryhelpfulchats.com.au) and [Exhale Psychology](https://www.exhalepsychology.com) for their valuable information around being neuroaffirming and having firm cancellation policies