

Cancellation Policy 2019

Purpose & Scope

Potential Ability is committed to ensuring all of our clients are fully informed of the cancellation process and your responsibilities upon committing to an appointment.

Definitions

Cancellation: Where a previously scheduled appointment is not attended by the client or where notification of the intention to miss a scheduled appointment has not been advised within the required time frame.

Policy

Missed appointments can be costly. Our therapists may be travelling long distances across regional areas in order to provide services. If you can't make your appointment time, please contact us via office phone (08) 7200 3216 at your earliest opportunity to avoid unnecessary charges. If we have not been advised prior to 3:00 pm the day before your scheduled visit, we will charge a cancellation fee of \$100 (plus GST if applicable). We understand illness and accidents cannot be planned for, however appreciate as much notice as possible.

If you are being funded by a Third Party:

Cancellation fees apply to all clients. This includes clients who are funded by other organisations. These organisations will not pay for cancellation or non-attendance fees, so clients will be personally responsible for the payment of this fee.

Please note, this fee is effective as of 1st of July 2018 and will be revised each financial year. Please see our website for the latest version of this policy www.potentialabilitygroup.com.au

Document Details

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