



p: (02) 6189 4840 | **f:** (02) 6100 9244
e: hello@feeltohealpsychology.com.au
a: Unit 6, 2 Phipps Close, Deakin, ACT 2600
w: feeltohealpsychology.com.au

Cancellation Policy

Thank you for choosing to book your upcoming appointments for psychological services with Feel to Heal Psychology!

By making a booking with us for services, you acknowledge and agree to the terms and conditions outlined in this cancellation policy, including the 48-hour notice period and automatic charges when this policy is not met.

If you require any further clarification or have specific queries related to cancellations or rescheduling, please do not hesitate to contact us.

Rationale

We understand that there are times where cancellations are unavoidable despite best intentions. Unfortunately, unlike short medical appointments, psychology appointments cannot realistically be filled with such short notice. This would result in our psychologist losing income, and in some situations, limited client slots being taken by clients that consistently do not show for appointments.

For this reason, all clients are made aware of our cancellation policy before their first appointment, and we send appointment reminders to reduce the likelihood of missed appointments.

Notice

If you are unable to attend your appointment and wish to cancel or reschedule, you must inform us with 48 hours of the appointment start time. Notice can be given by either:

- calling and speaking with reception,
- calling and leaving a voicemail,
- emailing us at hello@feeltohealpsychology.com.au, or
- responding to your text message appointment reminder.



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Once we receive your message, we will confirm the cancellation with you, however, in the unlikely event you do not hear from us during business hours we recommend you try to get in touch in case there is an issue.

Fees

If you are unable to notify us with 48 hours' notice to cancel or reschedule your appointment, you will be liable for the full fee of the appointment, with the exception being for assessment cancellations, which are charged at 50% of the 2-hour session fee.

A full list of our service fees can be found on our website.

Reminders

To reduce the likelihood of late cancellations, we provide a variety of reminders. When booking your appointments, you will be emailed a schedule of all your upcoming booked appointments. You can also request this from our reception at any time. We will send you a text message reminder 4 days before your appointment to confirm your intention to attend. Finally, when paying at reception for your session, we will verbally advise when your next appointment is with us, which we will also happily write down, email, or text on request.

Automatic Charges

As a condition of making appointments with us, we securely record your credit card details to facilitate automatic charges if required. If we need to charge you for a late cancellation, we will use this card to take payment. We will always provide at least 30-minutes notice by email, phone, or text that this will be occurring, which will give you time to get in touch with us if this will be an issue. As per our [payment policy](#), once payment is taken you will be emailed a receipt.

While this policy is firm, we will always work with our clients to resolve issues and find mutual solutions. We encourage you to reach out to our administrative team



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as soon as possible so that we can best assist you and address any issues promptly.

Future Appointments

As per our [payment policy](#), no further appointments will be booked, and future appointments will be rescheduled while there is an outstanding balance. If your account has not been settled within 14 days, we may choose to refer the matter to a debt collection agency, and you will incur all additional fees in the recovery of the debt.

In extenuating circumstances we may consider payment plans, please reach out to our administrative team as soon as possible so that we can best assist you.

Repeat Cancellations

We reserve the right to refuse to offer ongoing appointments for clients who regularly cancel or reschedule appointments. By regularly cancelling or rescheduling late, this makes those appointments unavailable for other clients waiting for our services. Before we choose to refuse ongoing appointments, we will ensure you have been informed and provide you a chance to continue.

Medicare / NDIS

It's important to note that Medicare rebates for late cancellations are not possible and you will be responsible for the full fee. For clients that are NDIS funded, these fees may be eligible to claim reimbursement, however, this matter is between you and your NDIS provider / plan manager.