



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

## Payment Policy

Thank you for choosing to book your upcoming appointments for psychological services with Feel to Heal Psychology! We offer convenient payment options to ensure a seamless experience for our clients.

By making a booking through Feel to Heal Psychology, you acknowledge and agree to the terms and conditions outlined in this payment policy, including the storage of credit card details and the payment obligations for cancellation fees, where the terms and conditions of the cancellation policy are not met.

If you require any further clarification or have specific queries related to our payment policies at Feel to Heal Psychology, please do not hesitate to contact us.

### Payment Methods

We accept payments in person using Tyro EFTPOS terminals and online payments through Stripe. These payment methods provide secure and reliable transactions. Both methods accept major credit cards and debit cards.

Our staff will assist you with the payment process, ensuring your personal and financial information remain confidential. Upon successful completion of your payment, you will receive an email receipt. Please retain this receipt for your records and reference.

### Medicare

We offer Medicare rebate claiming for eligible appointments. If your appointment is eligible for a Medicare rebate, once payment is taken and the referral is approved by the treating psychologist we will submit the Medicare rebate claim on your behalf. Medicare will review the claim, and once approved will pay the rebate directly into your Medicare registered bank account.



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

## **Deposits**

We take deposits for a variety of appointment types that are in high demand. This helps us ensure resources are effectively allocated, minimises client no-shows, and maintains a streamlined scheduling process, which ultimately ensures prompt and reliable services for all clients.

Deposits are non-refundable; however, they can be transferred without financial penalty to other appointments of the same type if the change is in accordance with the cancellation policy.

## **Automatic Charges**

To streamline future transactions and ensure compliance with our cancellation policy, we securely store your credit card details in Stripe's encrypted and PCI-compliant systems. By providing your credit card information, you authorise us to charge applicable cancellation fees to your stored card, where the terms and conditions of our cancellation policy have not been met.

In these instances, we will send you an SMS notice at least 30-minutes prior to processing any upcoming charges via your stored card. This automated process helps us maintain our scheduling efficiency and availability for all our clients.

## **Refunds**

If you are not satisfied with the service that you have been provided, or your personal circumstances change, we will work with you on a case-by-case basis to determine if a full or partial refund is possible. Refunds are not guaranteed.

Please reach out to our administrative team as soon as possible so that we can best assist you and address any issues promptly.

## **Third Party Billing**

We do not offer third-party billing; payment is due at the time of the appointment.



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

For clients with approved NDIS funding in place, the payee / client will need to seek reimbursement where eligible from your provider (e.g. via NDIS self-submission). Once the payment is processed in full, we will provide you with a copy of the paid invoice to accommodate this process.

We are happy to work with you to ensure the invoice contains all the required information so that you can claim any eligible reimbursements successfully.

## **Outstanding Accounts**

Payment is due at the time of appointment. If we are unable to facilitate payment or you are not able to pay at the time, fees must be paid in full as soon as possible. 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.

## **Privacy and Security**

We prioritise the privacy and security of your personal and financial information. Whether you choose to make a payment in person or online, we employ industry-standard security measures to protect your data.

However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to use industry best practice to protect your information, we cannot guarantee absolute security.

For more information regarding privacy and security of your financial information, please view Tyro and Stripes privacy and security policies on their respective websites.