

CANCELLATION / SICKNESS POLICY

We understand that life happens, tummy bugs and snotty noses are one of the key parts of the journey and because of this you may need to cancel appointments on short notice. However as a small business we need to create policies to ensure sustainability and we appreciate your respect and cooperation with the policy.

Please review the following details of our cancellation policy:

Cancellation Notice Period:

Cancellations made with at least 3 days notice will not incur any fees. Cancellations made within 2 days (or 48 hours) of the scheduled appointment will result in a 100% cancellation fee. While we aim to accommodate a reschedule of the appointment, if an alternative time cannot be arranged the cancellation fees will apply.

Alternative Options:

In lieu of cancellations, there are alternative ways to utilise your appointment slot including:

- Telehealth appointment
- Non contact supports

Illness:

We understand that illnesses can arise unexpectedly. To ensure that everyone both the therapist and the clients remain safe and well, we kindly request that appointments be rescheduled if you or your family members are displaying symptoms of illness. We acknowledge that the therapist will also respect this policy and where possible give you as much notice for cancellations.

Ceasing Services:

If you decide to end services with Arawa Occupational Therapy, we require 7 days notice. You can send us an email to confirm your decision. If you provide less than 7 days notice Arawa Occupational Therapy will charge for any scheduled supports within that time.

