

CLIENT CANCELLATION POLICY

Last Updated July 2024

We respect that your time is valuable and we appreciate that you understand ours is too.

We have a 24-hour cancellation policy. Any cancellations that occur 25 hours or more before the scheduled time are able to be re-booked at no additional cost.

Any cancellations that occur within the 24-hour period will result in a cancelled booking fee being applied (which will be equal to the value of the consultation fee for that booking, which had been made and subsequently cancelled).

Clients who make a booking and subsequently fail to present for their designated appointment (and have not cancelled their appointment), may result in a cancelled booking fee being applied (which will be equal to the value of the consultation fee for that booking which had been made and subsequently cancelled). Additionally, if this pattern of booking and failing to attend occurs 2 consecutive times, Connect Psych Services reserves the right to prevent any further bookings from being made for a period of time at the discretion of Connect Psych Services.

Further Connect Psych Services reserves the right to take any and all action that is deemed appropriate aligned to business requirements, Fair Use Policy and that of our Practitioners in booking availability of an EAP session should clients fail to present for the designated appointment on the day or without the required notification to allow for changes to be made.

Connect Psych does not issue refunds for cancelled appointments.

For any questions relating to this policy, please contact appointments@connectpsychservices.com.au