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## CANCELLATION AND RESCHEDULING POLICY

At Reach Therapy, our mission is to provide exceptional, personalised care and rehabilitation through Physiotherapy treatments, whether in clinic, at home, or during group classes.

As our practitioners are consistently fully booked and often travel to clients' homes, we aim to minimise disruptions caused by no-shows, late arrivals, and cancellations, ensuring the smooth running of our practice.

Please take note of our policy regarding missed and late cancellations or rescheduling of appointments.

If you need to cancel or reschedule, we require at least 24 hours' notice. Cancellations should be made by telephone to Reach Therapy during office hours on 03 9989 7171 (Monday-Friday, 8am-6pm). For after-hours calls, please leave a detailed message.

### Late Cancellations, Rescheduling and No-Show Fee:

- A cancellation or reschedule is deemed late if made less than 24 hours before the appointed time.
- A no-show occurs when a patient misses an appointment without cancelling.

Cancellation and No-Show's will be charged in full as per the quoted fee at time of booking.

Please note that TAC / Motor Accident Insurance / Workers Compensation Insurance does not cover charges for non-attendance. Any fees incurred under this policy must be paid by the patient.

NDIS patients will be charged the full fee for missed appointments and for cancellations less than 24 hours as per the NDIS pricing arrangements.

Thank you for your cooperation.