

# BASS COAST THERAPY CANCELLATION POLICY

Bass Coast Therapy requires 24hrs notice for appointment cancellations and rescheduling.

For cancellations less than 24hrs or if you do not attend an appointment a \$50 cancellation fee will be charged.

Bass Coast Therapy understands that there may be times when you are unable to attend your appointment because of an unexpected illness or emergency. If this happens to you, please contact us to talk about your circumstances and request that the cancellation fee is waived.

Bass Coast Therapy often has a wait-list for appointments, therefore late cancellations impact the ability for us to provide services to others who have been placed on a waiting list.

## ***Document Control:***

| <i>Version</i> | <i>Effective Date</i> | <i>Prepared By</i> | <i>Approved By</i> | <i>Summary of Change</i> |
|----------------|-----------------------|--------------------|--------------------|--------------------------|
| V.1            | November 2017         | Anna Langley       | Anna Langley       | Not Applicable           |