

An update about late cancellations



(Easy Read version)

Hi,

We are changing how we charge for late cancellations.

Why we are making this change

We want therapy time to be used well. We want therapy time to be there for other people who need it too.

What is changing

Before, if you cancelled late, we charged you for:

- The full session and
- Travel time.

From now on, if you cancel late, we will:

- Not charge you for travel time.
- Charge you for prep and notes time. This is about 20 minutes.

This is fairer. It matches the work your therapist does when you cancel late.

What stays the same

Nothing else changes.

Please give us 2 business days' notice to cancel or change your appointment.

If you live in a rural or remote area, please give us 5 business days' notice.

To cancel or change your appointment, call us on 1300 135 373. We are open during business hours.

If you cancel often, we will call you. We want to talk about your therapy goals. We want to help you get to your appointments.

Questions?

If you have any questions, please contact us.

Call: 1300 135 373

Email: enquiries@therapyfocus.net.au

We always want to find better ways to work with you and your family.