

All About Kids

Psychology & Counselling | Speech Language Pathology | Occupational Therapy

Payment & Cancellation Policy

If you need to cancel or postpone your appointment, please provide All About Kids Australia Pty Ltd with at least one working days' notice, otherwise you will be charged the full cost of the session. A working day is defined as Monday to Friday 8am to 5pm and Saturday 8am to 12pm.

From 1st June 2016, cancellation fees will be calculated as follows:

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|--|------------------|
| 1. For appointments cancelled more than one working day prior to the appointment | <i>No Charge</i> |
| 2. For appointments cancelled less than one working day prior to the appointment | <i>Full Fee</i> |
| 3. Non-attendance without notice | <i>Full Fee</i> |

We recognise that there are exceptional circumstances where this fee may not apply.

All About Kids Australia Pty Ltd reserves the right to waitlist future bookings when clients have had two or more cancellations with less than one working day/s notice.

NOTE: The cancellation fee *cannot be claimed* through Medicare, HCWA or Better Start Package funding.

Fee Payment

If payment is not made on the day of an appointment, or if a cancellation fee is owing, an invoice will be emailed to you. *The appointment fee or cancellation fee will be charged to the credit card detailed in the Credit Card Authorisation below* and a paid invoice will be emailed to you for your records. All outstanding fees must be paid prior to the provision of further services from All About Kids Australia Pty Ltd.

Late Attendance To Appointments Policy

We understand that there are times when children and families arrive late for appointments. In order to respect clients with subsequent appointments in the day, your appointment must finish on time, and the full appointment fee will still be charged.

Credit Card Authorisation

The following credit card will be kept on file and will be charged to cover outstanding fees as described in the above fee payment policy. Credit Cards will be kept confidential on our secure practice system. An invoice will be issued after this card has been charged.

Please fill in the following details:

Credit Card: _____

Expiry: __/__/__ CVV (3 digit code on back of card): ___

Name on Card: _____

Policies Agreement

I, hereby agree that I have read and understood the Policies set out in this document by All About Kids Australia Pty Ltd.

Client Name: _____

Name (Person responsible for appointments and payment): _____

Signature: _____

Date: _____