

CANCELLATION POLICY

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MayaMind operates a cancellation policy for all appointments scheduled with our practice. Re-scheduling or cancellation to an existing scheduled appointment either on the **same business day** or the **business day before** scheduled appointment, and non-attendance of a scheduled appointment without notice will strictly incur a cancellation fee. A cancellation fee is payable by the client, regardless of how the cost of the sessions are arranged to be covered (e.g., by WorkCover QLD, Insurance). MayaMind has the right to deny scheduling of further appointments until outstanding fees are paid and is at the discretion of the practitioner. Under exceptional circumstances at the discretion of the practitioner, the cancellation fee may be waived.

*Business day refers to between 8:30am-5:00pm. Notification of re-schedule/cancellation of appointment after 5:00pm will be classified as same business day cancellation.

APPOINTMENT REMINDERS:

We now provide you extra appointment reminders to help you remember your appointment.

3 days prior:

We will send you a **courtesy reminder** via SMS & E-mail 3 days prior to appointment. You do not need to respond to this reminder if you plan to keep your appointment at this point.

The day before:

We will then send you an SMS to confirm your appointment the day prior to your scheduled appointment requiring you to reply 'Yes' or 'No' to confirm your attendance.

It is your responsibility to ensure that you attend your appointment as scheduled, or to provide sufficient notice of change to appointment directly to the practice to avoid cancellation fee.

CANCELLATION NOTICE PROVIDED

FEE APPLIED

Same business day	\$80.00
Business day prior	\$50.00
Non-attendance without notice	100% of full consultation fee*

*100% of full consultation fee also applies to appointments that are also bulk-billed.

Please note that Medicare, Private Health Funds, and Third-Party payers do not cover payment of cancellation fees. All cancellation fees are payable by the client.

**To notify us of a change to your appointment as soon as possible by phoning us on
..... Mon-Fri: 8:30am – 5:00pm (Closed Public Holidays). We are not open
weekends.**

**Please do not SMS to cancel/reschedule your appointment
as these will not be responded to, unless a **cancelled** appointment is in response to SMS
confirmation message. Please phone us directly to reschedule – Thank you**

OUTSTANDING PAYMENTS:

Invoices due will be emailed or posted to your nominated address and payment is required by the due date to avoid the following fees in addition to your original invoiced amount. Further fees include: a) late payment fees and b) debt recovery fees, and are as follows:

Late payment fee: \$10.00. This fee will be applied to the outstanding invoice following non-receipt of payment past the due date of invoice.

Debt recovery fee: \$15.00. This fee will be applied to the outstanding invoice in addition to the late payment fee should the outstanding invoice remain unpaid and require debt recovery action by an external debt collector.