



INTRODUCTION

Cancellation Policy

We have adopted the NDIS cancellation policy at West Play. Further information is available in the NDIS Price Guide.

Short notice cancellation is when there is non-attendance, where less than 24 hours (1 clear business day) notice is provided prior the scheduled appointment.

If we can fill the scheduled time, we will, however if we are unable to fill the vacant spot, or there is no other billable work for the client, the participant will be charged at 100% the agreed sessional rate (including travel if the therapist has made the journey). If you cannot make it to the studio for logistical reasons, or you or your child has a runny nose or other cold-like symptoms, we offer the option of having the session online via our secure video-conferencing system.

Session rescheduling and cancellations made with more than 24 hours (1 clear business day) notice will not be charged. Early notice allows time to be redirected to other clients or to activities involved in ensuring high quality service.

We will endeavour to provide at least 24 hours notice in the event that a scheduled session needs to be cancelled or rescheduled. In the rare circumstance that a session needs to cancel due to events beyond their control, your understanding is appreciated. Where possible, we will make efforts to reschedule the service.

Please Note: clients or carers who attend sessions when sick with symptoms of a contagious illness will be sent home and the full session fee charged.

Should you wish to discuss this further please email us at:

admin@westplay.com.au