



## CANCELLATION POLICY

At Connect Allied Health Hub we value consistent and high-quality intervention.

If you need to cancel an appointment it is recommended it occurs 48hrs before your appointment to avoid a cancellation fee. If you cancel with less than 48hrs notice or do not attend the scheduled appointment (OR TWO CLEAR BUSINESS DAYS), the appointment and travel (if applicable) will be invoiced at the intended appointment rate and allocated travel time.

Where Connect Allied Health Hub cancels a support due to operational reasons, the service will be rescheduled at no penalty to either party.

Where multiple cancellations or no shows occur in a 12-month period, Connect Allied Health Hub will initiate contact with the family and their support network to establish the supports we are providing are best suited to the family dynamics and the needs of the participant.