



Positive Change. Growth. Wellbeing.

## CANCELLATION POLICY

### SESSION CANCELLATION

This policy has been designed so that clients are aware of our cancellation policy. When you make an appointment to see one of the psychologists we reserve the whole hour for you. Hence, if for some reason you need to cancel or postpone your appointment, you must let us know by 3pm the business day before your appointment. This is to allow time to offer the appointment to another client who has urgent needs and may be on a cancellation list waiting for an appointment.

If there is insufficient cancellation notice or non-attendance to an appointment a warning will be given on the first occurrence. Thereafter a \$50 cancellation fee will apply and must be paid before rebooking. Please note that Medicare or health insurance rebates are not applicable to cancellation fees.

### WORKSHOPS OR GROUP THERAPY CANCELLATION

If a workshop is cancelled by Positive Psychology (e.g. due to insufficient numbers or illness), the participants will be offered a full refund, credit or the option to reschedule.

Positive Psychology will endeavour to inform participants of cancellations at least 48 hours before the start of the workshop.

When registering for workshops and information sessions, please ensure that you have enrolled in the correct event and are available for those specified date(s). If you need any help, please contact Positive Psychology via phone 1300 995 636 or [enquiries@positivepsychology.net.au](mailto:enquiries@positivepsychology.net.au).

If you want to cancel your enrolment more than seven days before the start of the workshop, a **\$50** administration fee will apply. Also, please be aware that your withdrawal may lead to the class being cancelled entirely if there is an insufficient number of participants.

Refunds are not given for change of mind. Workshop fees will not be refunded for cancellations within seven days of the workshop start date. Any request to transfer the workshop fee for credit to be used at a later date must be made in writing to Positive Psychology via [enquiries@positivepsychology.net.au](mailto:enquiries@positivepsychology.net.au).

A workshop credit must be used within 12 months of the original workshop date. If the participant fails to attend the subsequent workshop they transferred their credit to or the 12 months expires, they will forfeit all fees.