



## Cancellation Policy

To maintain the quality of care for all our clients and ensure our practice can operate effectively, we apply to the following policy to all cancellations and rescheduling of services.

### Notice Period

A minimum of 48 hours' notice prior to your scheduled appointment time is required for any cancellations or rescheduling. This allows us to offer the appointment slot to another client, and to manage our staffing and practice operations.

### Late Cancellations & Rescheduling

If you cancel or reschedule your appointment with less than 48 hours' notice, you will be charged a late fee. This fee will be equivalent to 50% of your appointment booking. If you cancel 48 hours or more before your session, you will receive a full refund for any session fees you have paid. Where your appointment is part of a special package (e.g. *Puppy Pause*), a late fee of \$50 will apply to appointments cancelled or rescheduled within 48 hours.

### No Show Policy

If you do not attend your scheduled appointment without prior notice, you will forfeit any session fees you have paid, and no refunds will apply. If your session was part of a package program, you will forfeit that session in your program.

### Exceptions

Where multiple members of the same family or household are registered with our practice for services, a late 'client swap' may be supported within 48 hours of an appointment, where the treating clinician of the alternative family or household member is available for the same time.

Due to the demand for services at our clinic no further exceptions apply to this policy. This enables us to minimise no-show appointments and provide optimum care for our clients. We appreciate that unforeseen events can necessitate changes to your schedule and provide for this by enabling clients to opt for either in-clinic or telehealth services up to the time of their appointment for most appointment types.

### Payment of Fees

Clients will be entitled to a refund for 50% of the session fee where a cancellation or rescheduled appointment is made less than 48 before the appointment time. These refunds will be processed by the clinic within 7 days (they may take longer to appear in your account according to the processing time of your payment method).

### Acknowledgement

By scheduling an appointment with Barking Mad Company, you acknowledge that you have read and understood this cancellation policy.