



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. As a service-based health practice, cancellation fees are necessary to enable us to continue to sustain our small practice. We encourage clients to inform us as soon as possible of any required changes to appointment times.

Notice Period

A minimum notice of two clear business days 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 two business days' notice, you will be charged a late fee. This fee will be equivalent to 50% of your appointment booking. If you cancel on the day of your appointment, a full appointment fee applies and must be paid before further bookings can be confirmed.

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. If you would like to book further appointments after a no-show, a full appointment fee must be paid before further bookings may be confirmed.

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.

Acknowledgement

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