

## **Fees and Cancellation Policy**

This policy has been designed so that clients are aware of our cancellation policy.

When you make an appointment to attend upon Lisa Bottomley, we reserve the day and time for you. Hence, if for some reason you need to cancel or postpone your appointment, you must let us know 7 days 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 the parties will incur a 50% fee of the amount to be paid for the service.

If an appointment is cancelled by one party, the appointment for the other party may proceed, at Lisa Bottomley's discretion, and the non-attendance of the other parent will be noted in any reports or correspondence provided by the writer to Court.

If an appointment is cancelled by our office (eg. due to illness) the parties will be offered a full refund, credit or the option to reschedule. We will endeavour to inform families of cancellations at least 48 hours before the appointment.

Refunds are not given for change of mind or if the parties fail to attend.

