



Sea S.A.L.T.

Speech And Language Therapy

## Terms of business

### Cancellation Policy

Please be advised that Sea S.A.L.T. Speech Pathology respectfully requests at least 48 hours notice if a cancellation is required.

Cancellations made up to 48 hours before a scheduled appointment via (email, text, phone call) will be processed without a penalty.

Cancellations made 48 hours or less before an appointment will be subject to a charge of half of the service rate. Cancellations made on the day of the appointment will be subject to a full fee. Where possible, I will attempt to reschedule the appointment for the same week and thus avoid a cancellation fee.

Regular appointments cannot be held or guaranteed in the case of repeated cancellations or extended leave.

A holding fee (half the session fee) can be paid to guarantee your slot in the event of multiple absences

### Payment Terms

Unless a signed pre-payment form has been completed or otherwise agreed, payments are due within 48 hours after the session has been completed.

If more than 2 continuous sessions have been completed without payment, sessions will be discontinued until payment has been made. If this does occur, we will try to keep your preferred times where possible but this is not guaranteed as per the above.

Thank you for your understanding and cooperation.

I \_\_\_\_\_ (Parent/Carer/Guardian), have read and understood the cancellation policy and agree to abide by the policy.

Signed and dated:

\_\_\_\_\_

1<sup>st</sup> May 2025