



## CANCELLATION POLICY

Thank you for choosing Let's Talk: Neurodiversity Supports. We understand that there may be occasions when you need to cancel or reschedule your appointment. To ensure the smooth operation of our business and provide the best service to all our clients, we have implemented the following appointment cancellation policy:

### **Cancellation Notice:**

We request a minimum of 24 hours (business days) advance notice for any appointment cancellation or rescheduling. Failure to provide sufficient notice results in a cancellation fee.

### **Cancellation Fee:**

If you fail to provide the required notice for appointment cancellation or rescheduling, the full fee of your appointment (\$193.99 unless longer appointment booked) will be charged.

### **Rescheduling:**

If you wish to reschedule your appointment, we will do our best to accommodate your request based on availability. Where a reschedule is not requested or not possible within the week, it will be treated as a cancelled appointment.

### **No-Shows:**

If you fail to show up for your scheduled appointment without any prior notice, you will be considered a "no-show." No-shows will result in a cancellation fee.

### **Other Circumstances:**

We understand that unforeseen circumstances may arise, and we will make exceptions for emergencies or unavoidable situations. In such cases, please contact us as soon as possible to discuss your situation and potential alternatives.

### **Communication:**

To cancel or reschedule your appointment, please email or text your clinician.

Please note that this policy is in place to ensure fairness to both our valued clients and our business. By booking an appointment with us, you acknowledge and agree to adhere to this cancellation policy.

We appreciate your understanding and cooperation. If you have any questions or concerns regarding our appointment cancellation policy, please don't hesitate to contact us.