



## **Cancellation Policy**

At Mind Connect Psychology, we value your time and strive to provide high-quality care and service availability for all our clients. Our cancellation policy helps us manage our schedule effectively and accommodate clients.

### **Cancellations Made Within 48 Hours:**

Clients who cancel their appointment within 48 hours of the scheduled session will incur a cancellation fee of 50% of the scheduled session fee.

### **Same-Day Cancellations and No-Shows:**

For cancellations made on the same day as the scheduled appointment or in the event of a no-show, clients will be charged 100% of the scheduled session fee.

### **Third-Party Funded Sessions:**

For clients using third-party funding (e.g., Work Cover, NDIS), cancellation policies will be in line with the requirements set by the respective funding organisation. Please refer to the specific terms of your funding program, as additional fees or guidelines may apply.

### **Rescheduling Appointments:**

We understand that unforeseen circumstances may arise. If you need to reschedule your appointment, we kindly request a minimum notice of 48 hours to avoid any cancellation fees.

### **How to Cancel or Reschedule:**

To cancel or reschedule your appointment, please contact our clinic as soon as possible. You can reach us at **02 9587 3887** or **info@mindconnect.sydney**.