

## **SPIN Cancellation Policy**

### **All clients – Individual and Group Sessions**

When SPIN Clinic receives a short notice cancellation (or no show), SPIN clinic can claim 100% of the service fee. If the client has NDIS funding this is subject to this [NDIS Pricing Arrangements and Price Limits](#) and the terms of the service agreement with the participant. This may include scheduled travel.

A cancellation is a short notice cancellation if the participant/client:

- Does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support
- NDIS Clients: has given less than two (2) clear business days' notice for a support
- Private Clients: has given less than one (1) clear business days' notice for a support
- Group Sessions: Has given less than one (1) clear business days' notice for a support

### **Public Holidays and Make-up session policy**

At SPIN Clinic, we understand that life is unpredictable, and unforeseen circumstances may arise. To ensure your continuity of care, we offer each client with up to 5 Makeup Sessions per year.

Make-up sessions can be utilised in the event of;

- Illness: If you or your loved ones are unwell and attending a session is not feasible.
- Hospital Admission: In the event of an unexpected hospital admission, your health comes first.
- Weather-Related Issues: Extreme weather conditions may pose challenges; your safety is our priority.
- Access Challenges: Whether it's transportation issues or difficulties accessing our clinic or your home, we've got you covered.

### **How to Request a Makeup Session:**

Contact SPIN Clinic as soon as you are aware of the situation. Share the details of your circumstance with our friendly staff. We will work with you to find a suitable time for your makeup session.

### **Unlimited Telehealth Swaps:**

SPIN Clinic offers unlimited swaps from face-to-face to telehealth sessions, so you can continue to receive consistent care regardless of life's surprises, and save your valuable Makeup Sessions. Telehealth ensures you never miss a session, providing the flexibility to seamlessly transition between face-to-face and virtual appointments. Don't worry—we understand technology can be challenging. We'll guide you through the process effortlessly. You'll receive a meeting invite via email or text, simply open the link, ensure your audio and camera are on, and your therapy session continues from the comfort of your chosen location.

### **Attendance Adherence and Notice Period:**

To ensure optimal progress, we encourage a minimum attendance rate of 70% for scheduled therapy sessions. Additionally, in the event you decide to cease treatment, kindly provide a 2-week notice period. This allows for proper closure and facilitates a smooth transition. Thank you for your cooperation in maintaining a positive and effective therapeutic experience.