



CANCELLATION POLICY

All Ability Yoga

POLICY STATEMENT

All Ability Yoga acknowledges that sometimes in life unexpected things pop up which make it difficult for you to come to your appointment.

It is our policy that our clients provide where possible 24 hours' notice if you are unable to attend your appointment.

If less than 24 hours is provided a fee of 50% will be charged.

For our NDIS clients, in accordance with the NDIS Price guide, late cancellations or failure to attend an appointment will result in the full price being claimed from the NDIS Plan.

ALL ABILITY YOGA RESPONSIBILITIES

- We will inform you of our policy and your responsibilities
- We will make an appointment as best suits you at a time that best suits you
- We will remind you of your appointment 24 hours before
- We will provide you with information about how you can let us know if you can't make your appointment
- We will apply our policy consistently and fairly
- We will let you know of any cancellation charges
- We will allow reasonable time to pay the cancellation charges.
- Where circumstances are extenuating we may waive the cancellation fee

CUSTOMER RESPONSIBILITIES

- You will, wherever possible provide at least 24 hours' notice when needing to cancel an appointment
- If an appointment is cancelled or not attended with less than 24 hours' notice you will, where possible, let us know the reasons why to enable us to make a fair decision about whether the cancellation fee will be applied
- You will let us know if the scheduled appointment has been made at a day and time that is not suitable so that we can negotiate an alternative
- If you are unhappy with our service or our team member, please let us know to enable us to make changes

PROCEDURE

- An appointment will be made by either telephone, email or text message.
- A reminder will be sent by text message or email.
- If a customer cancels an appointment with 24 hours or more notice, no charge will be applied and an alternative appointment will be negotiated
- If a customer cancels an appointment 50 Australian dollars, the reason provided will be considered before cancellation fees are applied
- If a customer fails to attend an appointment, contact will be attempted to ascertain a reason before a cancellation fee is applied
- If no reason is provided, or the reason does not imply extenuating services, the cancellation fee will be applied
- For NDIS customers, the cancellation fee will be invoiced via the NDIS portal, the Plan Manager or the customer directly, depending on the style of management of the Plan.

REFERENCES

Service agreement
Calendar / diary
NDIS Price Guide