

## **Cancellation and Non-Attendance Policy**

### **1. General**

InMotion Esperance is committed to providing high-quality care and ensuring fair access to our services for all clients. To maintain this standard and respect for the time of both clients and practitioners, InMotion Esperance has implemented the following policy which will apply to all late cancellations and non-attended appointments.

### **2. Cancellation Notice**

Clients are required to provide a minimum of 24hrs notice if they need to cancel or reschedule an appointment. This can be done by replying to the confirmation text, calling the clinic on 08 6288 0680, via email to [admin@inmotionesperance.com.au](mailto:admin@inmotionesperance.com.au).

#### **Cancellations with Sufficient Notice**

- Cancellations made at least 24hrs in advance will not incur a fee.
- We encourage you to call, text, or email us as early as possible to avoid charges and allow us time to offer the appointment to someone else.

#### **Late Cancellation and Non-Attendance**

- Cancellations made with less than 24hrs' notice will incur a full appointment fee.
- Failure to attend (Did Not Attend/DNA) without any prior notice will also be charged at the full appointment fee.

**We understand that emergencies can occur. InMotion Esperance may, at our discretion, waive the cancellation fee in certain circumstances**

### **3. Payment Terms**

- Cancellation and DNA fees must be paid prior to booking a subsequent appointment.
- If the appointment was to be paid for by a third party (e.g. NDIS, Workcover), the fee may be billed to the client directly.

### **4. Repeat Cancellations and DNA's**

Frequent cancellations or non-attendance may result in a review of your ongoing booking eligibility.