



Milton Therapy & Learning Centre  
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## Cancellation policy

In order to ensure that TLC remains a sustainable business and able to continue to provide our community with a high quality service it is important that we maintain a strict cancellation policy.

### Non-emergency cancellations

- Please provide at least one week's notice.

### Late Cancellations

- Families will be charged for late cancellations (**100% of the full fee will be charged**). Cancellations must occur **at least 2 business days** prior to your appointment time to avoid fees.

If you are considering cancelling an appointment at late notice please consider the following alternatives;

- Phone/Skype/Zoom session
- Email correspondence
- Report preparation
- Consultation with other professionals or individuals (e.g. paediatrician, school, pre-school)
- Reschedule appointment to another day within 7 days (this may not always be possible)
- Preparation of therapy materials

Your therapist may also be required to cancel appointments due to exceptional circumstances. We will provide as much notice as we can if we have to cancel and will always do our best to reschedule an appointment.

\* A reminder text or email will be sent prior to all appointments to help assist all families to avoid these fees.