

Cancellation and Non-Attendance Policy

At My Local Physio Plus we endeavour to keep our appointments running on time, every time. When you book an appointment with our practitioners, their time is dedicated to your treatment.

Given our administrative costs, the high demand for our services with waitlists and our need to arrange offsite facilities for some of the groups and classes, please note our cancellation and non-attendance policy.

We will apply our discretion in unavoidable or exceptional circumstances, assessed on a case-by-case basis.

We know that life can get busy. To help you, 24 hours before your appointment, we send an SMS reminder to your registered mobile number and an email reminder to your registered email address to confirm your attendance. This enables you to cancel or re-schedule your appointment with sufficient notice to our staff.

Physiotherapy, Exercise Physiology, Remedial Massage & Acupuncture

We require at least 8 hours' notice for all cancellations or re-scheduling of appointments.

If you provide no, or less than 8 hours' notice of cancellation or re-scheduling before your appointment, you may incur a 50% cancellation/non-attendance fee for the scheduled service **.

Psychology

Non-attendance or cancellation of your appointment on less than 24 hours' notice may be charged a cancellation / non-attendance fee which is equal to the full appointment fee **.

Dietetics

Non-attendance or cancellation of your appointment on less than 24 hours' notice may be charged a cancellation / non-attendance fee of \$35 **.

Exercise Groups and Classes (which are not Clinical Reformer Pilates)

We require at least 8 hours' notice for all cancellations of attendance at our scheduling classes **.

If you provide no, or less than 8 hours', notice of cancellation or re-scheduling:

- Before your scheduled appointment, you may be charged the full appointment fee; or
- For 2 consecutive weeks of your scheduled appointments, we may no longer reserve your spot in the group or class. If that occurs, you will need to join our usual waitlists.

Helping Our Community Live Better

My Local Pilates Plus (Reformer Pilates)

We require at least 8 hours' notice for all cancellations of attendance at our scheduled classes. **

- If you provide less than 8 hours' notice of cancellation, your class pass may be forfeited for that scheduled class and in that event, it will be deducted in full from your membership / pack.
- If you do not provide any notice and fail to attend your scheduled class, your class pass may be forfeited for that scheduled class and in that event, it will be deducted in full from your membership / pack. You may also be charged the fee for a single casual class, given our inability to substitute your attendance with an individual from our waitlist.
- If 2 consecutive classes are missed with no or insufficient prior notice, we reserve the right to offer your spot to someone on the waitlist and cancel your bookings. In that event, pre-paid bookings will be reimbursed for the unused portion of the membership or class pack you have purchased, less any applicable cancellation / non-attendance fees.

** please note:

- For Return to Work or CTP claimants, you will be responsible for the cancellation/non-attendance fee - not your employer or insurer.
- For NDIS patients, the NDIS guidelines apply and the applicable 24-hour cancellation/non-attendance policy.
- Medicare rebates are not available for cancellation/non-attendance fees.

App Users

If you are an app user and decide to turn off all your appointment and class communications, it is your responsibility to cancel or re-schedule your booking with sufficient notice.

If less than 8 hours notice is not provided, you will be prompted to pay your cancellation fee for the respective service (*details on fees are listed above*).

Thank you in advance for your help and your understanding.

If you have any questions about this policy our Reception team are happy to assist you.