

Cancellation Policy

Effective Date: 19/07/2025

Practice Name: Slo Psychology Studio

Contact: admin@slopsychologystudio.com.au

Cancellation policy

Cancellations or reschedules require notice of two business days.

E.g., for an appointment at 9am on Monday - any changes need to be made by 9am the Thursday prior to avoid a cancellation fee.

For cancellations or reschedules within this time a cancellation fee will be applied. These fees are detailed below:

Appointments which are missed completely, or cancelled on the day will incur the full session fee.

Cancellations/reschedules made within two business days of the appointment will incur a 50% fee.

Please note, there are no medicare rebates for late cancellations, or missed appointments.

All cancellation fees must be settled before booking a subsequent appointment.

This policy is aligned with recommendations from the Australian Psychological Society.

This cancellation policy is in place to ensure a fair and respectful practice. Preparation is put in prior to your appointment, and admin is still required for your appointment, even if it is cancelled or missed. This is also valuable time which could have otherwise been provided to someone else.

Telehealth options are available if you can not attend your appointment in person, but do not wish to cancel due to a cancellation policy. This can be discussed with you.

Should you be 20+ minutes late to your appointment, this will be treated as a missed appointment, and the full fee will be charged. This is due to too much time being missed, to provide an effective session. We recommend aiming to arrive 5 minutes early to your sessions to avoid this.

Cancellation fees will be charged to the card stored on file.