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## Attendance and Cancellation Policy

At Brand New Day Speech Pathology, we strive to provide effective and timely support for all our clients. To ensure we can offer consistent care, we follow a structured appointment schedule and use our clinical time efficiently. As appointment times are specifically reserved for each client, cancellations at short notice can be difficult to fill.

### Cancelling an Appointment

If you need to cancel or reschedule, please provide at least **two (2) clear days' notice** before your child's appointment. This allows us to manage our schedule effectively. If less than two clear days' notice is given, the **full session fee will apply**.

If you cancel with short notice, we can still offer support during the scheduled session time by providing:

- Home practice activities, with a phone call or email to guide you.
- Creating resources tailored for your child's home, kinder, or school.
- Communication with your child's care team or educator to discuss progress and strategies.
- A review of your child's goals and therapy plan.

If your child or family is unwell but still able to participate, we can arrange a **telehealth session** or provide the above services in consultation with you.

We understand that illness is sometimes unavoidable, but as short-notice cancellations cannot usually be filled, we appreciate your understanding and consideration.

### Missed Appointments

**If an appointment is missed without any prior notice, the full fee will need to be paid before scheduling the next session.**

### Attendance Expectations

Regular attendance is important for progress. If attendance falls below **90%**, we may need to offer the appointment time to another family who is waiting for services.

### Session Reminders and Late Arrivals

We send courtesy reminder texts for appointments, but it remains your responsibility to keep track of scheduled sessions and arrive on time. If you arrive late, the session will still finish at the scheduled time, and the full fee will apply.

Thank you for your cooperation and understanding in helping us provide the best possible support for your child. If you have any questions, please don't hesitate to reach out.

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