

CANCELLATION POLICY & TRAVEL CHARGES

What is your cancellation policy?

We understand plans can change. Our cancellation policy ensures we can continue to provide reliable, consistent services to all participants. In line with NDIS guidelines, if you cancel a session within two business days, you will be charged 100% of the session cost, including the non-face to face component. No travel fees will apply.

If you cancel while the clinician is already travelling to you or if you are not present within 30 minutes of the agreed appointment start time and location, you will be charged 100% of the agreed session cost including the face to face and non face to face components, and travel costs, where relevant.

If you give more than two business days' notice, there is no charge.

What are the different types of travel charges?

There are two types of travel charges that Real Therapy Solutions will draw from your NDIS plan that cover:

- travel time (labour)
- travel distance (non-labour travel costs)

How will this appear on my invoice?

Travel charges will appear on your invoice in separate charges:

- Travel distance (Non-labour travel) will show as: Non face-to-face
- Travel time will show as: Provider Travel - Travel to/from appointment (minutes)

I thought you were a clinic based service?

We are primarily a clinic based service, however we also offer mobile services and will attend home/ school or community where requested or where clinically relevant and agreed to by you. There are no travel costs if you attend one of our clinics.

What steps will you take to keep travel costs reasonable?

We will take appropriate steps to make sure travel costs remain reasonable including:

- Matching you to a local clinician
- Discussing the travel charges with you and answering any questions you may have.
- Splitting travel costs between participants if a clinician is providing services to more than one participant in a region

What rate is this charged and is this in line with NDIS?

Travel time and distance (charged at a rate of \$0.99 per kilometre) meet the requirements of the current NDIS Pricing Arrangements and Price Limits.

The information above is taken directly from your service agreement.
Please refer to your service agreement for more information or discuss with your therapist.