



Stomal Therapy Solutions

Cancellation & Rescheduling Policy

Our Commitment

We understand that your time is valuable, and we are committed to providing you with the best possible care. This cancellation policy helps us maintain availability for all clients while ensuring our practice remains sustainable. We ask for your understanding and cooperation in following these guidelines.

We will always attempt to fill cancelled appointments and will only claim cancellation fees as a last resort.

Notice Requirements

To cancel or reschedule an appointment, we require 24 hours notice.

****Please note:**** Notice must be received by the same time on the previous business day. For example, if your appointment is Tuesday at 10am, notice must be received by Monday at 10am.

How to Cancel or Reschedule

You can contact us to cancel or reschedule via:

- Phone call
- SMS/text message

We will confirm receipt of your cancellation.

We send appointment reminders to help you remember your upcoming sessions.

Cancellation Fees



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If you cancel with less than the required notice, the following fee applies:

Clinic consultation: 50% of consult fee

Home and residential aged care facilities: 1 hour

Exceptions

We understand that emergencies happen, and will consider each circumstance. Cancellation fees may be waived for:

- Medical emergency (client or immediate family)
- Hospital admission
- Death in immediate family
- Contagious illness (to protect other clients and staff)
- Natural disaster or emergency affecting travel

As we send appointment reminders to help you remember your upcoming sessions, there will be no exception for first-time cancellations.

We will always consider genuine hardship situations on a case-by-case basis. Please speak with us if you are experiencing difficulties.

Late Arrivals (in clinic)

We understand that delays can happen, so we offer a 10-minute grace period. If you arrive late, we'll do our best to make the most of the remaining time, however the full session fee will still apply. After 10 minutes, there will not be adequate time to complete a full assessment and may impact other clients' appointment times. Please contact to notify of late arrival. Arrivals after 10 minutes will be charged the full fee.

No-Shows

A "no-show" occurs when you miss your appointment without any notice or are not at home on our arrival. No-shows are charged the full session fee. If you experience repeated



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no-shows, we may require prepayment for future appointments or refer you to another provider.

We will attempt to contact you following a no-show to check on your wellbeing and offer rebooking options.

If We Need to Cancel

We commit to providing as much notice as possible if we need to cancel your appointment, due to illness or emergency.

In the event we cancel, we will:

- Priority rebooking offered
- No charge for rescheduled appointment

We apologise in advance for any inconvenience caused by practitioner cancellations.

Questions?

If you have any questions about this policy, please don't hesitate to contact us.

This policy was last reviewed on May 2026 and will be reviewed annually.