



## **Activ8 Mind – Cancellation Policy**

At Activ8 Mind, we value your time and the commitment you make to your wellbeing. To ensure fairness and accessibility for all clients, we have a clear cancellation policy in place for all our appointments.

### **Appointment Reminders**

You will receive an SMS reminder approximately 48 business hours prior to your scheduled session, with the option to reply Y to confirm or N to cancel.

### **Cancellations and Non-Attendance**

- If you cancel or reschedule with less than 24 business hours' notice, or do not attend your appointment, a cancellation fee equal to 50% of the scheduled session fee will apply.
- If you funded through Medicare – please note that this fee cannot be claimed through Medicare and must be paid out of pocket.

### **Payment of Fees**

Cancellation fees are payable by credit or debit card prior to your next session.

### **Why This Policy Exists**

Late cancellations or missed appointments limit availability for others who may be waiting for support. Maintaining this policy helps us manage schedules fairly and continue to provide timely care for all clients.

We appreciate your understanding and cooperation.