

## **Cancellation Policy**

IBPF's Missed Appointment Policy aims to provide continuity of services and minimise lost earnings from cancellations (by therapist or participant) and non-attendance.

If the Therapist needs to cancel/reschedule an appointment, the participant will be notified within 24 hours in foreseen circumstances. In this case, another therapist who is available may provide cover for the primary therapist and the participant will be notified.

However, in regard to extraordinary circumstances such as sudden sick/carers leave and no cover available IBPF reserves the right to cancel/reschedule appointment at short notice.

If the client needs to cancel/reschedule an appointment, 24 hours' notice is required. A cancellation fee up to 100% of appointment fee will be charged. Extraordinary circumstances will be taken into account before applying the cancellation fee.

If the client does not attend a scheduled appointment and does not notify IBPF, a cancellation fee up to 100% of appointment fee will be charged automatically. If this is repeated 3 or more times IBPF reserves the right to cease services. Extraordinary circumstances will be taken into account before taking this action.