



Late Cancellation and No Show Policy

We respect that your time is valuable and we appreciate that you understand ours is too. We ask that you provide us with as much notice as possible when cancelling or rescheduling your appointment.

Private clients

We have a 24 hour late cancellation policy. For appointments cancelled or rescheduled with less than 24 hours notice clients may be charged the full appointment fee.

NDIS clients

As per the NDIS price guide 2020/2021, if notice of cancellation is provided within 24 hours of the scheduled appointment, then 100% of cost of the scheduled activity (total cost of planned support) will be payable by NDIA.

In the event of a 'no-show', then 100% of cost of the scheduled activity (total cost of planned support including travel) will be payable by NDIA.

As per the current Price Guide, there is no limit to the number of late cancellation or 'no-show' occasions where 100% of the cost of the scheduled activity (total cost of planned support) is payable, however Klint and the participant will seek to understand the participants' individual circumstances to assist in reducing these occurrences as part of our duty of care.