



At Klint, we deeply value your time and appreciate your understanding of the importance of ours. To ensure the smooth operation of our services and to respect the commitments made to all our clients, we have implemented the following late cancellation policy.

We appreciate as much notice as you can provide regarding any appointment cancellations so there may be an opportunity to offer the canceled appointment time to another person in need.

For Private Clients

If you cancel less than one business day before your appointment date or do not show up to your booked appointments more than 2 times, a late cancellation fee that is the cost of the booked consultation may apply.

For NDIS Clients

In accordance with the NDIS price guide 2023/2024, Klint requires two (2) full business days prior to the day of scheduled activity, or 100% of the cost (total cost of planned support including any travel) will be payable from your NDIS plan.

In the event of a 'no-show', 100% of cost of the scheduled activity (total cost of planned support) will be payable by your NDIS plan (no limit as per Price Guide).

As per the current Price Guide, there is no set limit to the number of late cancellations or 'no-show' occurrences where 100% of the cost of the scheduled activity is payable. However, both Klint and the participant will collaborate to understand individual circumstances and work towards minimizing these instances as part of our duty of care.

Your cooperation in adhering to these policies is greatly appreciated and helps us maintain the quality and efficiency of our services. Should you have any questions or concerns, please feel free to reach out to us.

Contact details:

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