**Cancellation Policy for Occupational Therapy Services**

There is a very significant demand for Occupational Therapy appointments and many people have to wait to see a therapist. We endeavour to see people as quickly as possible and one of the ways we minimise waiting times is to reduce the number of unused appointments.

**Cancellation and fees:**

We understand that sometimes you may need to cancel or reschedule your appointment due to unforeseen circumstances. However, we kindly ask you to respect our time and the availability of our service to other clients by giving us at least 48 hours’ notice of any changes or cancellations. This will allow us to offer your slot to someone else who may need it.

* Cancellation up to 48 hours before your appointment: No Charge
* Cancellations less than 24 hours before your appointment: 50% of fee charged
* Cancellation or failure to attend appointment: Full fee charged

These fee’s will be deducted from your pre-payment and the remainder credited towards your next appointment or reimbursed. Please note that cancellation fees are not covered by private health insurance. If you fail to show up for your appointment without any notice, you will be charged the full amount of the session.

**Regular cancellation or missed appointments:**

If you cancel your appointment with more than 48 hours’ notice, there will be no charge. If you cancel or fail to attend two or more of your allocated appointments, your therapist will discuss this with you and we hold the right to review your engagement with the service and to potentially place therapy on hold until you can commit to regular therapy sessions.

Please understand that when you forget, cancel, or change your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and the children on our cancellation list miss the opportunity to receive their support.

**Punctuality**

We value your time and endeavour to start and finish sessions on time, unless there is an emergency. In order to get the most from your appointment, please arrive a couple of minutes before your appointment is due to start so that we can get started on time. We are unable to extend appointments if you attend late as another client may be waiting and your session will still conclude at the allocated time.

**Cancellation by the service:**

We try to keep every appointment we make, but medical emergencies and unforeseen circumstances mean that we sometimes have to cancel appointments. If this happens, we apologies for any inconvenience caused and will do our best to arrange a new date for you as soon as we can.

**Payment for your appointments**

Payments for appointments are to be made at the time of booking your appointment.  Payments can be made via our online booking and payment system <https://www.dyspraxia.ie/OT-services>   
If you experience any difficulty with the online payment system please contact us and we will organise for an invoice to be emailed to you with a direct payment link. If you are unable to pay for your appointment for any reason, please contact [info@dyspraxia.ie](mailto:info@dyspraxia.ie) to discuss options with us.

**Confidentiality**

We provide a completely confidential service to our clients. We will not speak to anyone about any aspect of your care without having discussed and agreed with your beforehand. The only time we would breach confidentiality is if we believed you to be at risk to yourself or others. In this instance, we would discuss our concerns and plan of action with you before speaking to a third party.

**Feedback**

We are committed to proving a reliable, efficient and effective service at all times. We will be asking you for regular feedback to ensure this is happening. If you are unhappy with any aspect of your care, please let your therapist know as soon as possible and we will work with you to resolve the issue.

Please sign below to consent to these terms.

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Client Signature (Client’s Parent/Guardian if under 18)

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Date