



Cancellations Policy - Paediatric Developmental Program Information for Clients

Cancelling and Rescheduling a Visit

Royal Far West requires **a minimum of 4 weeks' notice** to cancel OR reschedule a visit under the Paediatric Developmental Program (PDP).

This notice period provides Royal Far West with an opportunity to offer support to other families from the waiting list.

To cancel OR reschedule, please call our Administration Team on (02) 8966 8582 or email bookings@royalfarwest.org.au

For after-hours calls, leave a voicemail message or email bookings@royalfarwest.org.au

A member of the Administration Team will contact the family to discuss rescheduling your next visit.

Late cancellation with less than 4 weeks' notice

If you are unable to attend a planned visit and provide less than 4 weeks' notice or do not arrive, this will be considered a late cancellation. Where this occurs, we will work with you to support and plan your future visits, and seek your commitment to attend.

Please be aware that when a visit is rescheduled, you may need to wait 6 months or longer for another visit.

Two late cancellations or no shows

After two late cancellations and/or non-arrivals, Royal Far West reserves the right to discontinue services and discharge your child from our care. This includes appointments via video link (Telecare) as well as in Manly.

Genuine Emergencies

If you have a genuine emergency that prevents you from attending Royal Far West, we will not consider this to be late cancellation. You may be asked to provide reasonable of this the emergency.

A genuine emergency is defined as 'a sudden, urgent occurrence requiring immediate action that makes it impossible for the family to keep their Royal Far West appointment(s)'.

Genuine emergencies include:

- Contagious illness/ Medical Emergency;
- A serious accident or injury, including motor vehicle accidents;
- Death of an immediate family member;
- Flooding, bushfire or other natural disaster.

Royal far West understands that financial hardship, work situations or transport challenges can impact on a family's ability to attend. If you are expecting difficulties in attending planned visits for any of these reasons, then please contact us for support.

If you have any questions about this Cancellation Policy, please contact (02) 8966 8500 and ask to speak to the Client Care Team.