

# MANTLE

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## CANCELLATION POLICY

You will receive both email and text message reminders 3 days prior to your consultation time.

If you need to cancel or postpone your session, please give Mantle a minimum of 24 hours' notice, otherwise the full consultation fee will be charged to your credit card on file.

For clients who cancel or postpone between 24-48 hours, 50% of the consultation fee will be charged.

As it is very difficult to fill a vacant time slot within 1-2 days, these fees will help cover both the administrative costs associated with our business and also pay our psychologists for their lost time. If there are exceptional circumstances that arise that prevent you from attending or notifying us of your inability to keep an appointment, please contact us at [info@mantlehealth.com.au](mailto:info@mantlehealth.com.au) and we will discuss a refund of these fees. Please note that these cancellation fees are not covered by Medicare.