



GCFC Cancellation Policy

The Gabrielle Centre For Children is committed to providing all of our families with exceptional care. When a client cancels without giving enough notice, they prevent another client from being seen.

Our clinic policy stipulates a client needs to maintain an 80% or higher attendance rate to retain their regular therapy spot an 100% attendance rate for group therapy and intensive therapy blocks. This is to ensure maximum opportunities for therapeutic progress for our clients while being mindful of the clients on our extensive waiting lists.

Please call us at (02) 47392352 by 3:00pm on the day prior to your scheduled appointment to notify us of any changes or cancellations. To cancel a Monday appointment, please call our office by 3:00pm on Friday. If prior notification is not given, you will be charged a fee for the missed appointment. A makeup session will be offered is a suitable time is found between yourself and your therapist.

Please also be aware that we cannot treat your child if they attend a session and are unwell. If your child has been sick, please note that we cannot see them unless they have been symptom free for 24 hours. You may be asked to take your child home if they arrive with obvious illness symptoms. This policy is to ensure that other clients in the therapy rooms do not also become ill, and that the therapists remain well. We also have many clients and caregivers who have suppressed immune systems who are in our wait room at any given time.

Please acknowledge that you have read and understand our cancellation/illness policy by signing and dating below. Please note, therapy cannot commence unless this policy has been acknowledged and accepted.

Client Name:

Parent/Caregiver Name:

Signature:

Date Signed: