

What is the cancellation policy?

HPOT have a 48hr cancellation policy. This means that if you cancel your session with more than 48 hours notice, you will not be billed for the session. HPOT understand that sometimes unexpected circumstances mean that you may need to cancel within the 48 hours before your visit. You will be billed for the session time when this occurs. HPOT can work with you to determine if we can find an alternative way of providing service to you in place of your visit. This could be a telehealth session instead, or we may use this time following discussion with you to complete administrative tasks such as reports. Please make contact as soon as you are aware that you will need to cancel, including if your child or someone in the house is unwell at the time of a scheduled appointment. We appreciate you understanding this policy, as cancelled appointments usually go unfilled, and our cancellation policy is required for the continued operation of our business.