

## Cancellation Policy

Please let us know as soon as possible if you need to cancel an appointment. PlanHELP will provide Supports (including the cancellation policy) according to the current NDIS Price Guide and Support Catalogue.

If you give us more than two (2) clear business days' notice then we will not charge you any fees:

For no cancellation charge: notify us on or before:	For a service on
Wednesday the week before	Monday
Thursday the week before	Tuesday
Friday the week before	Wednesday
Monday	Thursday
Tuesday	Friday

If you notify us after this time we will:

- Offer to do non face-to-face work as agreed with you (we will charge you for this)
- Attempt to fill the slot with another client. If we are able to do this then we will waive the cancellation fee.
- Charge the cancellation fee as set by the NDIA.