

cancellation policy

can't make it to your appointment?

let us know so that we can help another young person.



CALL US on (07) 5600 1999 as soon as possible.
so we can book you in for another time.



CHECK THE TIME - we need at least 5 hours
notice if you can't attend your appointment.
This helps us give your spot to someone else!



IF YOU MISS an appointment without telling us,
we'll call you to check-in. Is now the right time?
Is anything stopping you from coming to
appointments? If you miss appointments without
cancelling, it may result in your file being closed
until we hear from you again.

For more information about our cancellation policy,
please visit our website.



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