

## **Sensational Kids' Payment Policy**

At Sensational Kids, we have many children and families on waiting lists whom we would like to support as soon as we can. Our therapists' time is thus very valuable. In light of this, it is important that a session/time that is booked with our therapists is used effectively and not wasted.

In order to try to ensure that scheduled appointment time is not misused due to late cancellations or children not arriving for sessions, the following policy applies:

- Full payment is required for each session when you book your appointment.
- Full payment also applies to bookings for assessments.
- In the event that you schedule an assessment, you will need to pay upfront for the initial consultation time with the therapist (€75) and following this, when the nature of the assessment required has been decided, you will need to pay the outstanding assessment fee in order to reserve this assessment time with the therapist. Assessment fees vary depending on the needs of your child, this will be discussed with you in the initial consultation.
- We are happy to accept credit/debit cards or cash as methods of payment.
- Payment can also be made via EFT. If paying via EFT, please allow 2 working days for the payment to reflect in our bank account before the appointment is confirmed.

### **Cancellation Policy:**

- Cancellation of a scheduled appointment at least 72 hours prior to appointment time: NO CHARGE
- Cancellation of a scheduled appointment within less than 72 hours of appointment time: €50 CHARGE
- No Show – No Phone Call to cancel appointment: 100% CHARGE

Please remember that Sensational Kids is a non-profit organisation set up by parents so that all children can access affordable therapy supports. We need your help to ensure every appointment counts and helps a child to thrive. Thank you for your assistance.