



## CANCELLATION POLICY

### 1. PURPOSE

This Policy outlines the requirements for cancellation, rescheduling, and attendance for all services provided by WorkWell EAP.

It is designed to:

- (a) protect practitioner time
- (b) ensure fair access to services
- (c) provide clear expectations for service use

### 2. SCOPE

This Policy applies to all employer-funded services, including:

- individual counselling sessions
- workplace training and workshops
- onsite or virtual services
- critical incident responses

### 3. CORE REQUIREMENTS

The following conditions apply to all bookings unless otherwise agreed in writing:

- A minimum of **48 hours' notice** is required to cancel or reschedule any individual session
- **Missed sessions will be charged in full**
- **Late attendance does not extend the scheduled session time**

### 4. INDIVIDUAL SESSIONS

#### 4.1 Cancellation and rescheduling

- (a) At least **48 hours' notice** must be provided to cancel or reschedule a session

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- (b) Where less than 48 hours' notice is provided, the session will be treated as a late cancellation
- (c) Late cancellations will be charged at the **full session fee**

### 4.2 Non-attendance

Where a participant does not attend a scheduled session and no prior notice is provided:

- (a) the session will be recorded as a non-attendance
- (b) the **full session fee will be charged**

### 4.3 Late attendance

- (a) Sessions will commence and conclude at the scheduled time
- (b) Where a participant arrives late:
  - the session will not be extended
  - the full session fee remains payable
- (c) This ensures fairness to other clients and maintains scheduling integrity

## 5. WORKPLACE SERVICES

(training, workshops, group sessions)

### 5.1 Cancellation timeframes

- **5 business days' notice**  
No cancellation fee
- **2 to 5 business days' notice**  
Up to 50 percent of the agreed fee may be charged
- **Less than 2 business days' notice**  
Up to 100 percent of the agreed fee may be charged

### 5.2 Same day cancellation or failure to proceed

Where a workplace service cannot proceed due to client circumstances:

- (a) the full service fee will be charged
- (b) any additional costs incurred may also be charged

## 6. CRITICAL INCIDENT SERVICES

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Where urgent or critical incident services are cancelled after mobilisation:

(a) WorkWell EAP reserves the right to charge:

- preparation time
- travel time
- any associated costs

## 7. WORKWELL EAP CANCELLATION

WorkWell EAP may cancel or reschedule services where necessary due to:

- practitioner illness
- safety concerns
- unforeseen circumstances

Reasonable notice will be provided and alternative arrangements offered where possible

## 8. FEES AND PAYMENT

(a) All cancellation and non-attendance fees will be invoiced

(b) Fees are payable in accordance with the Services Agreement

(c) Failure to attend or provide sufficient notice does not relieve payment obligations

## 9. EXCEPTIONS

WorkWell EAP may, at its sole discretion, waive fees in exceptional circumstances

This does not set a precedent for future cancellations

## 10. CONTACT DETAILS

All cancellations and rescheduling must be made via:

Phone: **0416 158 752**

Email: **admin@workwelleap.com**

Website: **www.workwelleap.com**

A cancellation is only effective once acknowledged by WorkWell EAP

## 11. LIABILITY

To the extent permitted by law, WorkWell EAP is not liable for any loss arising from cancellation or rescheduling of services

