



Cancellation Policy

At WTG, we appreciate that sometimes things happen, and you might need to cancel or change your appointment.

Appointment times are in high demand, so we kindly request 48 hours' notice for any cancellations or rescheduling.

You can change your appointment online until **48 hours** before your appointment time.

After the **48-hour** mark has passed, you will need to contact us via phone, at **(03) 8765 2477** or email **admin@watkinstherapygroup.com.au** and the following charges apply:

- *Changes more than **48 hours** before your appointment - No fee.*
- *Changes **24-48 hours** before your appointment - \$55 fee.*
- *Changes under **24 hours**' notice/**on the day of your appointment/No show** - Full fee of your booking.*

If you are not available to make it to your in-person appointment, all of our therapists offer online or phone appointments. This is a great option that ensures you can look after your mental health from anywhere.

Thank you for your understanding and cooperation. We appreciate your trust in Watkins Therapy Group and look forward to continuing to serve you.

If you have any questions, please contact Watkins Therapy Group at (03) 8765 2477 or admin@watkinstherapygroup.com.au

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