

Cancellation Policy

At Watkins Therapy Group, we understand that life can be unpredictable, and circumstances may require you to cancel or reschedule your appointment. Given the high demand for appointment slots, we request that you provide us with at least 48 hours' notice for any changes to your booking.

How to Cancel or Reschedule:

- **Online Changes:** You can adjust your appointment online up to 48 hours before your scheduled time.
- **Phone or Email:** For changes within 48 hours of your appointment, please contact us directly at (03) 8765 2477 or email us at admin@watkinstherapygroup.com.au.

Cancellation Fees:

- **More than 48 Hours' Notice:** No fee.
- **24 to 48 Hours' Notice:** \$55 fee.
- **Less than 24 Hours' Notice, On the Day of Appointment, or No Show:** Full fee of the appointment.

Alternative Options: If you are unable to attend your in-person appointment, please consider our online or phone consultation options. These alternatives allow you to continue your therapy sessions conveniently from anywhere.

We value your understanding and cooperation in this matter. Your trust in Watkins Therapy Group is greatly appreciated, and we are committed to providing you with the best care possible.

For any questions or further assistance, please reach out to us at:

- **Phone:** (03) 8765 2477
- **Email:** admin@watkinstherapygroup.com.au

Contact Information:

Watkins Therapy Group
435 Nepean Highway
Frankston, Victoria, 3199
ABN: 37 826 814 954