

WTG | UrSpace EAP Cancellation Policy

Watkins Therapy Group & UrSpace EAP Cancellation Policy Updated July 2026

At Watkins Therapy Group, appointment times are reserved specifically for each client. When an appointment is booked, that time is set aside for the client and is no longer available to others. To protect our clinicians' time, the operation of the business, and access for other clients seeking support, WTG requires sufficient notice for any cancellation or rescheduling request.

The following covers all brands under Watkins Therapy Group, including UrSpace EAP.

1. Notice Required

WTG requires a minimum of **48 business hours' notice** to cancel or reschedule an appointment without consequence.

For the purpose of this policy, **business hours** are **Monday to Friday, 8.30 am to 5.00 pm**, excluding weekends and Victorian public holidays.

2. Cancellation Fee

Any appointment cancelled or rescheduled with **less than 48 business hours' notice** will incur the **full appointment fee**.

If a client does not attend their appointment and valid notice has not been received, the **full appointment fee** will also apply.

3. EAP Appointments

This cancellation policy also applies to **Employee Assistance Program (EAP) appointments**.

Where an EAP appointment is cancelled with less than 48 business hours' notice, rescheduled late, or missed without valid notice, this will generally be treated as a **used or forfeited EAP session** rather than a fee payable by the client, unless otherwise stated under the relevant employer, provider, or EAP agreement.

4. Appointments Booked Within 48 Business Hours

Appointments booked within the 48-hour business period remain subject to this cancellation policy from the time the booking is made.

5. How Notice Must Be Given

Cancellations and rescheduling requests must be made through WTG administration by one of the following approved methods:

Phone: (03) 8765 2477

Email: admin@watkinstherapygroup.com.au

Booking platform: the booking platform used by WTG, where available

Notice will only be regarded as received when it has been successfully submitted through an approved channel during business hours.

Messages sent directly to clinicians, text messages, social media messages, or informal contact methods may not be accepted as valid notice.

6. Late Arrivals

If a client arrives late, the session may need to be shortened in order to avoid disruption to other appointments. If the client arrives too late for the session to reasonably proceed, WTG may treat the appointment as a late cancellation or non-attendance, and the full appointment fee or forfeited EAP session may apply.

7. Telehealth or Phone Appointments

Where clinically appropriate and available, WTG may offer telehealth or phone as an alternative to an in-person appointment. This may assist clients to avoid missing an appointment where travel, illness, scheduling pressure, or unexpected issues arise.

The availability of an alternative appointment format is not guaranteed and remains at the discretion of WTG.

8. Appointment Reminders

Appointment reminders may be sent as a courtesy only. It remains the client's responsibility to attend their appointment or provide the required notice if they need to cancel or reschedule.

A failure to receive, read, or respond to a reminder does not remove the client's responsibility under this policy.

9. Exceptional Circumstances

WTG understands that genuine emergencies and exceptional circumstances can arise. Any request to waive a cancellation fee or restore an EAP session will be considered at the **sole discretion of Watkins Therapy Group**.

10. Acceptance of Policy

By booking an appointment with Watkins Therapy Group, the client acknowledges and agrees to this Cancellation Policy.