

Cancellation of Support

Please Note: Payment is required in full for all booked packages of support, regardless of cancellation. By booking our services, you agree to our cancellation policy, as detailed below, which stipulates the conditions when charges apply even if the support is cancelled.

Cancellation Policy

We understand that plans can change. However, when you book a package of support with us, we reserve time and resources specifically for you. As such, the following cancellation terms apply:

- Cancellations will be accepted if they are made prior to support beginning, i.e. before the initial visit from the Outreach Team.
- Cancellations *during* a package of support (e.g. due to PEX) will be charged in full.
- Cancellations made if a child moves to an alternative setting may be eligible for a transfer of services option, but no refunds will be issued.
- By confirming your booking through completion of a request for support form, you acknowledge and agree to this cancellation policy and understand that payment remains due even if the service is cancelled.