

Rocky Bay Cancellation Policy

Rocky Bay is committed to delivering the services we have agreed with our customers so you can reach your goals.

Our policy aims to:

- Minimise the cancellation of scheduled services
- Provide you with all necessary information in the event of a cancellation by Rocky Bay

Rocky Bay Short Notice Cancellation Periods

Short notice cancellation fees apply when a customer provides short notice cancellation of services or does not attend a scheduled service.

Therapy – Less than 48 business hours notice

Community services booked for Monday to Friday – Less than 48 business hours notice

Community services booked for weekend or public holiday – Less than seven days notice

Short-term Accommodation Stays / Respite – Less than seven days notice

In line with the NDIS pricing guidelines, cancellation fees are 100 per cent of the agreed price for the cancelled service, including travel (if applicable).

To cancel an appointment, please call your Rocky Bay contact as soon as possible.

Cancellation by Rocky Bay

You will not be charged for a service that Rocky Bay cancels.

Our staff will contact you in the event that we need to cancel a scheduled service and make every attempt to reschedule. We will give as much notice as possible and make every attempt to provide you with an alternative service or worker.

Our ability to reschedule cancelled visits will depend on staff availability, the suitability of alternate programs and your preferences.

Appeal your cancellation fee

In exceptional circumstances we may consider reimbursing the cancellation fee. To appeal your cancellation fee, please fill out a short form [here](#).

Termination of Rocky Bay Services

If you repeatedly cancel services, this may result in loss of regular session times or termination of services.