

Bookings and Cancelling Appointments

This document is about your appointments. It tells you what to do if you cannot come. It is written in Easy Read.



Booking an appointment

You can book an appointment by phone, email or online.

We will send you a reminder.

The reminder helps you remember.

But it is still up to you to come.



If you cannot come

Sometimes you cannot come to your appointment.

That is okay.

Please tell us as soon as you can.

Please give us 2 working days notice if you can.

Working days are Monday to Friday.



How to tell us

You can tell us by phone, voicemail, email or message.



What if I do not tell you in time?

If you do not come, or tell us late, you may have to pay a fee.

This is called a cancellation fee.



We understand things happen

We know life happens.

You might be sick.

There might be an emergency.

There might be bad weather.

We will listen.

We will be fair.

We will think about your situation before any fee.



If we need to cancel

Sometimes we have to cancel.

If we do, we will tell you as soon as we can.

We will offer you a new time.

You will not pay a fee if we cancel.



Who can I talk to?

Hunter Speech Pathology

The Colonial Centre, Units 9-10 / 420 High Street,
Maitland NSW

Practice Director: Nikki Stambolie

Phone: (02) 40 867 211

Email: nikki.stambolie@hunterspeechpathology.com