

## Cancelation Policy



## **Connect and Explore** Cancelation Policy

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Connect & Explore Pty Ltd reserves the right to recover a cancellation fee for short notice cancellations (or no show) in line with the NDIS Price Guide 2022-2023.

### **Cancellations:**

Where a provider has a Short Notice Cancellation (or no show), they are able to claim 100% of the agreed fee associated with the activity from the participant's plan, subject to this NDIS Pricing Arrangements and Price Limits and the terms of the service agreement with the participant. A cancellation is a short notice cancellation if the participant:

- does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or
- has given less than two (2) clear business days' notice for a support that meets both of the following conditions: o the support is less than 8 hours continuous duration; AND o the agreed total price for the support is less than \$1000; or
- has given less than five (5) clear business days' notice for any other support.

There is no limit on the number of short notice cancellations (or no shows) that a provider can claim in respect of a participant. However, providers have a duty of care to their participants and if a participant has an unusual number of cancellations then the provider should seek to understand why they are occurring. The NDIA will monitor claims for cancellations and may contact providers who have a participant with an unusual number of cancellations.

To notify of any cancellations of a booked service please contact the following:

Connect & Explore Office 0429 146 117 or by email to [connectandexplore@hotmail.com](mailto:connectandexplore@hotmail.com)

### **Variations**

Connect & Explore *reserves the right to vary, replace or terminate this policy from time to time.*