



## Cancellation Policy

At Bluey Mobile Health Group, we value our clients' time and are committed to providing high-quality care. To ensure fairness to both our practitioners and clients, we have the following cancellation policy:

- **Appointment Scheduling & Reminders** – All clients are provided with details for their upcoming appointments. We will remind clients via a text message or phone call 2-3 days prior to the appointment.
- **Notice Period** – We require a minimum of 24 hours notice for cancellations or rescheduling of appointments
- **Late Cancellations or no show** – Cancellations made with less than 24 hours' notice may incur a fee or If a client is not present at the scheduled home visit and has not provided notice, the full appointment fee will be charged.
- **How to Cancel** – Please contact us as soon as possible if you are unable to keep your appointment. To cancel or reschedule:
  - Reply "No" to your text message reminder
  - You may also call 1800 941 223
  - Email [admin@bmhg.com.au](mailto:admin@bmhg.com.au)

We appreciate your understanding and cooperation in helping us provide timely care to all our clients.

## Important emails

<b>Administration</b>	<a href="mailto:admin@bmhg.com.au">admin@bmhg.com.au</a>
<b>Accounts</b>	<a href="mailto:accounts@bmhg.com.au">accounts@bmhg.com.au</a>
<b>Contracts &amp; compliance</b>	<a href="mailto:hr@bmhg.com.au">hr@bmhg.com.au</a>



1800 941 223



[www.bmhg.com.au](http://www.bmhg.com.au)



[admin@bmhg.com.au](mailto:admin@bmhg.com.au)