

RAQ Cancellation and Refund Policy

Cancellations

Relationships Australia Queensland (RAQ) Limited operates a 24 hour cancellation policy.

- If you cancel an appointment over 24 hours / 1 working day in advance, we will not charge you for the missed session.
- If you cancel an appointment with less than 24 hours / 1 working days' notice, or if you cannot attend, you will be charged the session fee paid. The session fee is charged as the counsellor's time has already been committed for your session.
- You can let us know you wish to cancel or reschedule your appointment by:
 - responding to the confirmation SMS we will send you; or
 - by phoning our contact centre on **1300 364 277**at least 24 hours prior to your appointment.

If we cancel

On the rare occasion we are unable to deliver a session at the agreed appointment time we will give you as much notice as possible. We will re-book at a time that best suits you or offer a refund for the cancelled session.

Refunds

We aim to process refunds for cancelled appointments within 5 working days of the cancellation being made. Refunds will be made in the same form as the original payment.

Exceptional circumstances

We understand that genuine emergencies can arise. In the rare instance that an emergency prevented you from attending, and from letting us know, RAQ may consider waiving or reducing the appointment fee.

If you have queries about our cancellation and refund policy, please contact us at farsadmin@raq.org.au