

CANCELLATION AND REFUND POLICY

If you need to cancel or reschedule

We understand that things can change, sometimes at short notice. If you need to cancel or reschedule, please let us know as soon as you can.

You can contact us by:

- replying to the confirmation SMS we send you; or
- phoning our contact center on **1300 364 277**

With 24-hour notice, we can also provide a refund for a prepaid session if you choose not to reschedule.

Letting us know early allows us to offer the appointment to someone else who may also be waiting for support.

If we need to cancel or reschedule

If we need to cancel or change your appointment, we will contact you as soon as possible and work with you to find another suitable time. If this is not possible, we will offer a refund for any prepaid sessions.

Refunds

Where a refund is available, we aim to process it within 5 working days. Refunds are made using the original payment method.

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 any prepaid session fees.

If you have any questions, please get in touch:



1300 364 277



farsadmin@raq.org.au

Together we'll

Find a way 