

Payment Policies

Full Payment at Booking

Payment for your first integrated session is due on your initial visit. If you choose to pay per session, payment is required on the day of each appointment to secure and optimize that time for your child. If you've purchased a package, your first installment is due on the initial visit, with the remaining balance payable in monthly installments. This ensures your child's sessions are reserved and tailored to their needs.

Consultation and Weekly Session Fees

For initial parent consultations followed by developmental sessions (instead of a full assessment), the consultation fee must be paid upfront to secure the slot. Once a developmental plan is developed, payments for weekly sessions must be made in advance to secure your reserved times.

Assessment and Report Writing Fees

Fees for assessments and report writing vary based on your child's individual needs. These will be discussed and agreed upon during the initial consultation. Assessments may include developmental evaluations, sensory profiling, and tailored intervention plans designed specifically for your child.

Payment for Session Packages

Discounted packages for multiple sessions are available. NeuroNest offers the option of payment plans for selected session packages. The goal is to make our services accessible to all families. Payment plan details must be discussed and agreed upon in person during the consultation. A payment agreement will need to be signed before the start of the sessions.

Payment Methods

- Payments can be made in person using a credit or debit card through our POS terminal.
- EFT (Electronic Funds Transfer) payments are accepted but must be received at least two working days prior to the scheduled appointment to secure the session.
- We accept cash payments at the practice.

Cancellation and Rescheduling Policies

Notice Period

If you need to cancel or reschedule an appointment, we require at least 72 hours' notice. This allows us to reallocate the time slot to another child and minimise disruptions to our schedule.

- Cancellations with less than 72 hours' notice will incur a fee equivalent to 50% of the session cost, as this time cannot be rebooked on short notice.
- Missed appointments without prior notice will be charged at 100% of the session cost.

Cancellation of Session Packages

If you decide to discontinue a session package before completing all the sessions, any refund will be calculated based on the sessions used at the standard (non-discounted) rate. Discounts included in the package price will no longer apply.

Session Package Completion Timeframe

- A 10-session package must be completed within a maximum of 11 weeks from the start date.
- A 20-session package must be completed within a maximum of 22 weeks from the start date.

This ensures flexibility in case of illness or rescheduling while maintaining consistency in intervention. Sessions cannot be extended beyond these time limits.

Support for Emergency Situations

If an unforeseen emergency arises, NeuroNest will do its best to accommodate and support families by adjusting appointments where possible. Please contact us directly to discuss flexible options.

Additional Considerations

Refund Policy

- Refunds for cancelled sessions will only be processed if notice is provided at least 72 hours in advance.
- For EFT payments, refunds may take up to 7 working days to process.

Session Package Flexibility

- If a session package (e.g., 10, 15, or 20 sessions) is booked, cancellations within the package will be handled in accordance with the policy above.
- Sessions must be used within a specified time frame (e.g., 3 months) unless otherwise agreed upon.

Transparent Communication

If you have any questions or need further clarification about payment, cancellations, or other policies, please feel free to contact us. Our team is here to assist you and ensure a smooth and supportive process.