

Refund Policy

Refunds may be made in the following circumstances only:

1. Errors in Amount Paid: Should an error be made in the amount of any payments, you have 60 days in which to notify Empowered therapy and training in conjunction with Kool Kids Tutoring of the error. A small processing fee may apply.
2. Errors by Us: Should an error be made by NDP or its financial institution(s), full refunds will be made immediately upon notification of the error and all costs will be borne by NDP.

All requests for refunds must be made in writing and forwarded as follows: finance@empoweredtherapyandtraining.com

SPECIAL CIRCUMSTANCES:

Charges may be waived if you have experienced an emergency such as: Hospitalisation or a death in the family.

This will be decided at the Directors discretion.

If there are more than eight (8) instances of cancellations or no shows within a 12-month period, on the ninth (9th) occasion we

are required to notify the National Disability Insurance Agency, so that consideration may be given to reviewing your supports to your plan. This may affect your ongoing service provision with us.

NDIS NOTE: No fee is payable by NDIS, or participant, for cancellation by provider or any failure to deliver the agreed supports.

Failure to pay within fourteen (14) days may risk cancellation of services until paid in full.

If a participant makes a short-notice cancellation, which is after 3pm the day before the service, the provider will charge 90% of the agreed price for the cancelled appointment.

For other cancellations, where the participant has provided notice of cancellation prior to 3pm the day before the scheduled service, no cancellation fee will apply.

If Empowered Therapy and Training in conjunction with Kool Kids Tutoring is unable to provide a service at the agreed time a suitable replacement session will be arranged with the participant.

Empowered Therapy and Training in conjunction with Kool Kids Tutoring Pty Ltd.

E | contact@empoweredtherapyandtraining.com

T | 1800 007 888

ABN: 55 637 079 620

NDIS Provider Number: 4050035579

All services other than those funded by the NDIS include GST. NDIS Services are free of GST.

Refund Policy September 2022