

# Cancellation Policy

Sonic HealthPlus relies on clients and candidates to honour booked appointments and observe information exchange timeframes when ensuring that the requisite Sonic HealthPlus personnel and facilities are available to deliver scheduled professional medical services.

In order to minimise the cost and impact on service delivery associated with appointment cancellations and rescheduling requests made without adequate notice, cancellation fees apply.

## 1. Definitions

In this Policy:

**Alliance Clinic** means an independent clinic that is engaged by SHP to provide services to the Client from time to time.

**Allied Health Practitioner** means the independent allied health care practitioners engaged by SHP to provide services to the Client from time to time.

**Business Day** means a day that is not a Saturday, Sunday or public holiday in the place where the Services are being provided.

**Candidate** means a person nominated for assessment by the Client.

**Candidate Documentation** means information required to be provided to SHP by the Client in order for SHP to provide the Services.

**Client** means the entity receiving Services.

**Doctors** means the independent medical practitioners engaged by SHP to provide services to the Client from time to time.

**Minimum Notice Period** means the period set out in the Table.

**Practitioners** means Doctors and Allied Health Practitioners (as applicable).

**Practitioner Services** means those services provided to the Client by Doctors and Allied Health Practitioners and facilitated by SHP.

**Services** means the SHP Services and Practitioner Services provided by SHP to the Client.

**Service Date** means the date on which the Services are due to be provided.

**SHP** means Sonic HealthPlus Pty Limited (ACN 100 261 265).

**SHP Services** means the services provided directly to the Client by SHP.

**Table** means the Table in section 2.2 below.

## 2. Cancellations and Reschedules

### 2.1 Cancellation fees

If the Services to be provided by SHP on the Service Date:

- (a) are cancelled or rescheduled by the Client; or
- (b) cannot be provided on the Service Date because the Candidate does not attend,

and in each case, the client has not provided SHP with written notice of the change within the Minimum Notice Period, then SHP may charge the Client, and the Client must pay, the applicable fee set out in the table below.

### 2.2 Minimum Notice Period

The Minimum Notice Period for the cancellation or rebooking calculated is based on clear Business Days, rather than the precise time of the booked appointment on the Service Date.

For example, if:

- an in-clinic appointment is booked for Friday, it should be cancelled or rescheduled by no later than close of business on the prior Wednesday to avoid a fee.
- an in clinic appointment booked for 11am on Tuesday is cancelled at 10am on the prior Monday, this is a cancellation of less than 1 Business Day and a fee would be payable.

No.	Services	Minimum Notice Period	Fee
<b>Services provided from SHP's own clinics or premises</b>			
1.	All Services	Cancelled or rescheduled less than one (1) clear Business Day before the Service Date	75% of the cost of the cancelled or rescheduled Services
<b>Services provided from Client's site or premises</b>			
2.	All Services	Cancelled or rescheduled less than one (1) clear Business Day before the Service Date	75% of the cost of the cancelled or rescheduled Services
3.	Non Practitioner Services (including, but not limited to, drug and alcohol screening, health checks, ergonomic assessments)	Cancelled or rescheduled less than one (1) week before the Service Date	50% of the cost of the cancelled or rescheduled Services
4.	Practitioner Services (including, but not limited to, employment / health surveillance medical assessments, skin screening)	Cancelled or rescheduled less than two (2) weeks before the Service Date	50% of the cost of the cancelled or rescheduled Services
<b>Services provided from an Alliance Clinic</b>			
5.	All Services (within Australia)	Cancelled or rescheduled less than one (1) clear Business Day before the Service Date	75% of the cost of the cancelled or rescheduled Services
6.	All Services (outside Australia)	Cancelled or rescheduled less than three (3) clear Business Days before the Service Date	100% of the international Practitioner's fee and 75% of the international booking fee in respect of the cancelled or rescheduled Services
<b>Independent Medical Examination (IME) Assessment Services</b>			
7.	Non medico legal IME assessments (including, but not limited to, assessments by Psychiatrists, Clinical Psychologists, Neuro Psychologists and Occupational Physicians)	Cancelled or rescheduled less than two (2) clear Business Days before the Service Date	75% of the cost of the cancelled or rescheduled Services
8.	Medico legal IME assessments (including, but not limited to, assessments by Psychiatrists, Clinical Psychologists, Neuro Psychologists and Occupational Physicians)	Cancelled or rescheduled less than five (5) clear Business Days before the Service Date	75% of the cost of the cancelled or rescheduled Services
<b>Bulk Bookings</b>			
9.	A booking for (five) 5 or more Candidates	Cancelled or rescheduled less than two (2) clear Business Days before the Service Date	75% of the cost of the cancelled or rescheduled Services
<b>Flu Vaccination Program provided from Client's site or premises</b>			
10.	All Services	Cancelled or rescheduled less than five (5) clear Business Days before the Service Date	75% of the of the proposed cost for the scheduled trip / service
11.	Reschedules	Once a date and time for program has been finalised, change to the program date and time will attract a reschedule fee.	Reschedule fee \$220 per reschedule

## 2.3 Rescheduling or cancellation due to missing Candidate Documentation

- (c) The Client must provide all Candidate Documentation to SHP prior to the Service Date and within the timeframes requested by SHP from time to time.
- (d) If all of the Candidate Documentation is not received within the requested timeframe, SHP may elect to reschedule or cancel the booked appointment. In such circumstances, SHP may charge (and the Client must pay) a fee equal to 75% of the cost of the rescheduled Service.