**Cancellation Policy**

*At Bellview Connection, we understand that sometimes plans change. This policy outlines our procedures for cancellations and refunds.*

**Cancellation or no-shows by Customer**

If you need to cancel your booking, please contact us as soon as possible. Our cancellation policy is as follows:

- Cancellations made more than 48 hours prior to the scheduled service will receive a full refund.

- Cancellations made less than 48 hours prior to the scheduled service will not be eligible for a refund.

- If you fail to attend on the day and time of the appointment you will be expected to pay in full and no refund will be issued.

For bookings made by NDIS clients or Support Coordinators this includes a verbal agreement of a date and time that a client or group of clients will attend Bellview Connection. Any cancellations outside of the above times will be invoiced and expected to be paid in full within 7 days. If you fail to attend on the date and time that was booked you will be expected to pay in full.

**Cancellation by Bellview Connection**

In the unlikely event that we need to cancel your booking, we will contact you as soon as possible to inform you of the cancellation and provide a full refund.

**Refunds**

Refunds will be processed within 7 business days of the cancellation. Refunds will be issued to the original payment method used for the booking.

**Exceptions**

Our cancellation policy may be subject to exceptions for certain services or events. Any exceptions will be clearly stated at the time of booking.

**Contact Us**

If you have any questions or concerns about our cancellation policy, please contact us at Bellview Connection (bellviewconnection@gmail.com).