

## CANCELLATION POLICY

v1.0 (last updated Jun-25)

### Introduction

Sunshine Coast Breastfeeding Support is committed to providing accessible, timely, and equitable services to all who attend our breastfeeding clinics and other bookable events. In order to make the most efficient use of our limited resources and to ensure that appointments can be offered fairly to those in need, this policy applies to all individuals who pre-book a session or event with us. We ask that attendees provide adequate notice when they are unable to attend so that appointments may be reallocated and support can reach as many families as possible.

### Cancellation Notice

If you are unable to attend a booked clinic session or event, you must notify us **at least 48 hours** in advance. Cancellations received within this timeframe allow us to offer the slot to someone else.

### Late Cancellations

Cancellations made less than 48 hours before the scheduled appointment or event may be recorded as a late cancellation. Repeated late cancellations may affect your ability to access future bookings, at the discretion of the charity.

### Non-Attendance

Failure to attend a booked clinic session without any prior notice may be recorded as a no-show. We reserve the right to prioritise future bookings for those who have reliably attended or cancelled appropriately.

### How to Cancel

To cancel a booking, please contact us via email or using the contact information provided in your appointment confirmation.



## Changes to This Cancellation Policy

We may update this Cancellation Policy from time to time to ensure it remains appropriate. The latest version will always be published on our website and dated clearly at the top of the page.

## How to Get in Touch With Us

If you have any questions about this Policy or how we handle your data, please contact us by email at [info@sunshinecoastbreastfeedingsupport.com](mailto:info@sunshinecoastbreastfeedingsupport.com).