

# Policy



## 1.0 FEES AND CANCELLATION POLICY – NDIS PARTICIPANTS

To keep the participant fees to a minimum, RDA Brigadoon is continually working to reduce costs, and is committed to maintaining the lowest possible cost structure. The Centre's organisational expenses remain the same, no matter how many people participate in a week's program, and cancelled sessions have a significant impact on our financial viability. RDA Brigadoon has developed this Fees and Cancellation Policy, according to the requirements of the NDIS Terms of Business for Registered Providers and the NDIA Price Guide.

**Cancellations** - We understand unexpected circumstances can make it difficult to attend a scheduled session, so the RDA Brigadoon team has taken a policy position that attempts to balance the needs of participants with the needs of the organisation. Please read the following table in conjunction with the notes following:

| <b>Cancelling:</b>                     | <b>When</b>  | <b>Cost</b>             | <b>Notes</b>   |
|--|--|-------------------------|--|
| <b>1. Single Session</b>               | Minimum of two (2) clear business days' notice day prior to the session      | <b>Nil</b>              | In accordance with the NDIS Pricing Arrangements and Price Limits Short Notice Cancellation rules  |
| <b>2. Single Session – late notice</b> | Failure to give two (2) clear business days' notice day prior to the session | <b>Full session fee</b> | In accordance with NDIS Pricing Arrangements and Price Limits  |
| <b>3. Unexpected Absence</b>           | <b>No show at session time</b>   | <b>Full session fee</b> | In accordance with NDIS Pricing Arrangements and Price Limits. Where there are more than 12 'No-shows' the Centre may undertake to review / cancel participant's place.  |
| <b>4. Numerous Sessions in advance</b> | Placing Sessions 'On Hold' e.g., Holiday bookings                            | <b>Full session fee</b> | Charges depend on the purpose for the absence, and RDA Brigadoon's ability to back fill the time slot. Actions could include: • A full session fee charged to 'hold' the spot, or • A requirement to relinquish your place in the program to another participant. Please discuss with the Centre team. |
| <b>5. If we cancel a session</b>       | You will be offered a make-up lesson.  |                         | Make up lessons will be offered during the same term in a lesson of similar level on another day. They are non-cumulative therefore cannot carry over from one term to another. No credits will be issued.   |

**Withdrawing from Program** - Should the participant want to end placement in the Program, 4 weeks' notice in writing needs to be provided. Annual Rider Registration fee cannot be refunded, as this is a national fee covering the rider's insurance.

|                |                              |             |                                |
|----------------|------------------------------|-------------|--------------------------------|
| Effective from | 1 <sup>st</sup> January 2026 | Review Date | 31 <sup>st</sup> December 2026 |
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