

# Terms and Conditions

## Cancellation, Rescheduling and No Show Policy

Effective July 2026



Charity Specialists Trust T/A Non Profit Specialists  
ABN 46 184 711 460

By booking an appointment, a non-refundable deposit of \$190 (inclusive of GST) is charged to your card at the time of booking. This deposit secures your appointment and is subject to the following terms:

### 1. Deposit & Refund Terms

- 1.1 If you attend your appointment and continue with our services:** the \$190 deposit will be deducted from your next invoice.
- 1.2 Cancellation with 24 hours' notice or more:** the \$190 deposit will be refunded, less any Stripe, credit card or bank processing fees incurred on the original payment and the refund. These processing fees are non-refundable and will be deducted from the amount returned to you.
- 1.3 Cancellation with less than 24 hours' notice:** the \$190 deposit is forfeited and non-refundable.
- 1.4 No-shows:** failure to attend your appointment without prior cancellation results in forfeiture of the \$190 deposit.
- 1.5 Rescheduling:** free rescheduling is available with a minimum of 3 hours' notice, up to a maximum of two (2) reschedules per booking. Requests made with less than 3 hours' notice, or beyond the second reschedule, will be treated as a late cancellation and the deposit will be forfeited.
- 1.6 Reminders:** you will receive SMS and email reminders ahead of your appointment. These reminders include easy options to cancel or reschedule, so you can manage your booking in line with the terms above.

### 2. Consultation Location & Eligibility Terms

**2.1** This consultation and prepayment requirement applies to any person requesting a consultation who is not located in Australia.

**2.2** Your consultation will be held via video call on Microsoft Teams. You can download the MS Teams app for free for desktop and mobile [here](https://www.microsoft.com/en-us/microsoft-teams/teams-free) to join your meeting. **Please ensure it is downloaded in advance of your scheduled appointment time:**

<https://www.microsoft.com/en-us/microsoft-teams/teams-free>

*By completing your booking, you acknowledge and agree to these Terms and the Cancellation, Rescheduling and No Show Policy*