

Brightwater at Home

Cancellation Policy

We understand that plans can change. Here's what you need to know if you need to cancel a service, what happens if you cancel late or are not at home, and when exceptions may apply.

Key Terms

- **Location:** Where your service is scheduled to take place.
- **Scheduled Time:** The time or time window your service is due to start, as shown on your weekly schedule or confirmed by our team via phone or SMS.
- **Scheduled Service:** A service booked with us for a specific time and location.
- **Late Cancellation:** Cancelling a service with less than 48 hours' notice.
- **No Show:** Not being at the Location at the Scheduled Time.

How to Cancel a Service

- Please call Brightwater at Home on (08) 9400 8700 during business hours (Monday to Friday, 8am–4pm).
- If you cancel 48 hours or more before your Scheduled Service, you will not be charged for your service.

Late Cancellations and No Shows

- Cancelling a service with less than 48 hours' notice is considered a Late Cancellation. You will be charged the full cost of the Scheduled Service.
- If we arrive and you are not at the Location during the Scheduled Time, this is considered a No Show, and the full cost of the Scheduled Service will apply.
- In some cases, we may also need to claim government funding for these services.

Exceptions

We understand emergencies happen. You may not be charged in situations such as:

- A sudden hospital admission or a death in the family.
- Needing to leave home due to an emergency or natural disaster (e.g., bushfire, flood, power outage).
- Other exceptional circumstances – please let us know what happened.

If Brightwater at Home Cancels

- If we need to cancel your service, we will notify you and offer to reschedule.
- You will not be charged for any service we cancel.