

Verification Visit Cancellation Policy

The majority of accredited businesses understand the problems a cancellation can cause and work co-operatively with our Verification Officers to ensure that they are able to effectively schedule their visits. Unfortunately a small number of businesses have cancelled verification visits with little or no notice and this imposes unacceptable costs on the program.

As a result, ATAP Victoria has no choice but to institute a cancellation policy, as outlined below.

Purpose: to ensure operators adhere to the meeting date/time and to ensure our Verification Officers operate efficiently and effectively as possible.

Regulations:

- If a visit is to be cancelled, the operator must speak directly to the Verification Officer or the ATAP Office. Leaving a voicemail message is not sufficient. The onus is on the operator to ensure someone is informed.
- If a visit can be re-scheduled, then a fee will not be incurred provided more than 48 hours notice is given.
- If a visit is cancelled the following fees will apply:
 - More than 48 hours notice – no fee
 - Between 24-48 hours – \$100
 - Less than 24 hours – \$200
- A verification visit can only be cancelled in an emergency
 - Emergencies will be considered on a case by case basis

If you have any questions about the policy, please do not hesitate to contact the ATAP Victoria office (03) 9620 4199 or info@atapvic.net.au