



ABN: 94 317 718 945

OUR CANCELLATION POLICY



My business is very busy and I sometimes have a list of clients waiting for an appointment.

When a client does not arrive for a scheduled appointment it is usually too late to offer the time to someone on the waiting list, even though I will try.

I rely on a regular income to support my family and contribute to our mortgage and expenses. If you don't turn up for an appointment and I can't fill the spot because of too short notice then I don't get paid.

As you can appreciate I am forced to charge a **\$50 cancellation fee if 12 hours notice is not given for cancellations;** and I will charge the **full appointment fee if clients just don't turn up or forget their appointments** so that enables me to be remunerated for loss of business.

This procedure has become the regular practice for all professional services in the health industry, however if I am fortunate to fill your appointment time with someone else, then you will not be charged the cancellation fee.

I do make all clients aware of my cancellation policy on their client history form and once signed, this confirms that you the client acknowledges and accepts these conditions.

I thank you for your understanding and co-operation.

