

Cancellation Policy



Cancelling/Rescheduling appointments

The policy clearly outlines the requirements for cancelling or rescheduling an appointment with Alma Lily Natural Therapies.

Our Policy

We understand that your time is valuable. If we need to cancel or reschedule your appointment we will endeavour to give you 48 hours notice of any changes.

If you are unable to keep an appointment, a minimum of 24 hours notice would be appreciated so that your appointment time can be given to someone on our waiting list.

Please cancel or reschedule your appointment by phoning or texting 0448 607 628.

Depending on the reason for cancelling or rescheduling an appointment, an administration fee of 50% of the consultation fee may be charged for rescheduling or cancelling your consultation less than 24 hours prior to your appointment.

If you fail to attend your appointment or cancel/reschedule your appointment within 2 hours of your appointment time, you will be charged the full consultation fee and expected to pay within 5 days of receiving the invoice.

There will be no charge for appointments rescheduled or cancelled more than 24 hours before the booking time.

Responsibilities and Authorities

The client is responsible for the payment of the fees outlined in this policy.

Definition

Rescheduling

Rescheduling is when you are unable to make the appointment as the scheduled time but choose another time to attend the appointment.

Cancelling

Cancelling is when you choose to not proceed with a booking.

Cancellation Policy



Associate Documents

N/A

A. Leschke

Signed _____

02/10/2021
Date

Version Control

Written by:	Date	Status
Amy Leschke	02/10/2021	Created
Amy Leschke	12/05/24	Updated