

Treatment Confirmation & Cancellation Policy

We thank you for your assistance with the following:

Treatment confirmation and booking changes

1. Reception will send an SMS to confirm the appointment you have made the day prior to the booked time. Confirmation responsibility lies with the client and not with the Centre as the Centre cannot guarantee you will check your phone messages. Clients are asked to call the office on 43931200 if they need to cancel or reschedule a booking.

All changes to booked appointments need to be advised prior to 5pm the evening before your booked appointment. "No shows" not only effect the Centre's booking timetable as often there are other clients on standby but also when a treatment has been booked and a client does not attend the Practitioner's income is directly effected. Please be mindful that there may be other clients badly in need of a treatment so we do appreciate your assistance in this regard.

2. Cancellation fees

50% of actual consultation fee may be charged for no-shows or changes after 5pm the day prior to your booked appointment. The cancellation fee if applicable will need to be paid ASAP and prior to your next booked appointment. Contact the centre if you need to pay this fee.

Confirmations, changes and cancellations are made on 4393 1200. Online bookings can not be cancelled online. Reception hours are 8.30am-5pm and 9am-3.30pm on Saturday (if the answering machine is on please leave a message). Thank you for noting emails cannot be accepted for cancellation of your booked appointment.

We are a busy Centre and very much appreciate your attention and personal responsibility in regard to appointments you have made. If the Centre can assist you in any way please do not hesitate to call.

Best wishes, Centre Management