

Appointment and booking agreement.

We are committed to providing the best possible care to all our clients and we are pleased to discuss our professional fees with you at any time. Your clear understanding of our booking agreement policy is important to our professional relationship. Please talk with us if you have questions.

Our office does everything possible to remain on time; therefore, we ask that you call if you anticipate that you will be late for an appointment. Should you be delayed by more than 15 minutes, we may need to reschedule your appointment to another day or time. In this instance, you will be charged a rescheduling fee of \$50.

All payments are due in full at the completion of each visit. Cash, Visa, MasterCard are accepted.

Any nutritional supplements, appointment packages, supplies, equipment, or educational materials must be paid for at time of purchase. Unopened supplements and products may be returned for a store credit within 30 days of purchase.

If you have private health cover you will need to check with your health care insurance fund to know if you are covered for our services and what reimbursement you are entitled to. An invoice is provided to you at the end of each appointment that can be presented to your provider. Once finalised invoices cannot be altered for legal reasons.

At the time of booking an appointment, a credit card number is required to secure the appointment time. The card provided will only be charged if you fail to attend the booked appointment or cancel the appointment with less than 24 hours notice. (1 full business day). The card will be charged at the full rate of the scheduled appointment fee if you do not show up for your appointment or you cancel with less than 24 hours notice. In all other circumstances the card will not be charged until you attend your appointment.

Cancelled appointments delay our work. When you must cancel, please give us at least 24 hours notice. We are rarely able to fill a cancelled session unless we know at least 24 hours in advance. If you are unable to provide at least 24 hours notice or 1 business day (in the case of Monday appointments and holiday appointments) when you cancel, you will be charged the full fee for your session. If the appointment is pre-paid, you forfeit that appointment. The only time we will waive this fee is in the event of a serious emergency.

As the clinic is not open on a Monday, Tuesday appointments must be cancelled by the previous Friday, midday in order to avoid cancellation fees

Call 0407 231 777 or email: sharyn@perfecthealthnow.com.au to cancel or reschedule.

I have read and understand how the payments are due and I agree to these policies and procedures.

By receiving this policy and consent information via email we understand that you have already read, understood and agreed to the terms outlined above in this document.

Printed name of client. _____

Signature _____ Date _____

Signature of Client's Parent / Guardian / Representative _____

Relationship to Client (if minor or physically incapacitated) _____