

- ***Cancellation Policy***

For all appointments (whether made online or through the clinic), we require at least 2 hours' notice for cancellation or change in appointment date/time.

If you cancel or change your appointment with less than 2 hours' notice, we reserve the right to charge the consultation fee \$61.20 as a 'Cancellation Fee'.

If you do not attend your appointment, we reserve the right to charge the consultation fee \$61.20 as a "Did Not Attend Fee".

You will need to clear any bad debt before being able to book the next appointment.

- ***Refund Policy***

Generally, we do not offer any refund for 'change of mind' for any products including vaccination or treatments pre-purchased.

Our Refunds and Returns policy are in addition to your statutory rights under the Australian Consumer Law.

We may also use our discretion and provide a refund if we believe the procedures or treatments purchased by you, cannot be provided to you as determined by our healthcare professionals.

We reserve the right not to offer an exchange or refund where the treatment outcome or product fault is a result of misuse or neglect.

Our procedures and products may not be suitable for you and whilst all due care and skill is exercised in treating our patients ultimately it is your responsibility to determine if the treatment is right for you.

In order for us to provide you with a great service it is fundamental that you provide all information requested in completing consent forms or advising us of any factors that may affect your treatment. You also need to have realistic expectations of the results of treatment. We encourage you to work with your health professional on what you can achieve with your treatment.

Any refunds requested for a consultation fee has to be discussed with the doctor that has provided you with the service. The clinic is not the recipient of your fee, therefore is unable to assist in this matter and will refer you to the doctor you have seen to have this discussion with.

- ***Transfer Policy***

Pre-paid treatments for specific treatment areas cannot be transferred to other treatment areas nor to other individuals. Pre-paid treatments must be completed at the same clinic location as to where the payment was made.

- ***Pre-paid Treatments***

Pre-paid treatments have a 12-month expiry date from the date of purchase.

- ***Suspending Pre-paid Treatment Packages***

At our discretion, suspending pre-paid treatment packages may be available due to unforeseen circumstances.

For certain medical conditions, pre-paid treatment packages can be suspended for up to 12 months.

Suspending pre-paid treatment packages is limited to 1 time per prepaid treatment package.

Supporting documentation may be required in order for us to consider your request for suspension of your pre-paid treatment package.

The time left for the expiry of your pre-paid treatment package (at the time of suspension) will remain the same and will be reinstated once you re-initiate your pre-paid treatment package with us.

- ***Credit Card surcharge***

For your convenience, we accept cash, Mastercard, Visa, American Express and EFTPOS payments.

International credit cards are NOT accepted.

Please note that when selecting debit or credit card as payment, a surcharge fee applies. There is no surcharge fees when using cash payment method.