



General Policy Information

Appointment Cancellation Policy

Due to the high demand and to help us in providing the best possible service for all of our patients please be aware of our Cancellation Policy as below.

- Appointments will be scheduled at a time convenient to you.
- We will remind you by phone or SMS (according to your preference) 48 hours in advance of your appointment time.
- It is your responsibility to inform Reception if you cannot make your appointment by 9.00am the day before your scheduled appointment time.
- If Reception is not notified by this time you will forego that appointment and/or be charged the FULL amount for that appointment.

Return Policy

If you are not satisfied with any of the products, please return the unopened product within 2 weeks of purchase. Simply bring in your receipt and the product, for a credit towards your next visit, or a refund. Please be aware that I do not accept opened products (when the seal has been visibly broken). I only accept merchandise returned with a receipt within 2 weeks of purchase.

Payment Policy

All payments are non-refundable. Payments can be made with cheque, cash, debit card or credit card. I do not bill patients, and therefore payments need to be made on the day of your consultation. Any required billing by my office will result in a **billing charge of \$15.00 each week** that the account is overdue. Please remember to make your payment on the day of your visit to avoid any extra charges.

Payment Plan

If you choose one of the payment plans on offer, you must sign and abide by that contract stating the plan structure.

Program Policy

All programs must be completed within a certain timeframe. This is to ensure motivation and commitment. All sessions must be used in this time or they become invalid. Silver Program (12 weeks); Gold Program (16 weeks); and Platinum Program (6 months).

A program cessation break fee applies of \$140 if cancelling a program.

If there are any questions about the above information, please contact my office.

I, _____, have read the above information & understand my responsibilities.