

LakeSpa Wellness Centre

Prepaid deposit/Cancellation Policy

Preamble

The LakeSpa Wellness Centre has been established for over 30 years offering reliable natural medicine practitioner services to the local Central Coast area. The demand for the professional service we offer is in increasingly high demand. Unfortunately with this increase in demand we often have clients cancelling sometimes providing inadequate notice or do not offer the courtesy of advising of their non-attendance and do not show up for their booked appointment. More than often when we have a no-show a practitioner maybe waiting back or have made a special trip to the centre.

Our professionally trained and experienced practitioners are in high demand and often have waiting lists. This policy has been implemented to enable those who make regular appointments a greater opportunity to book with our practitioners.

We apologise for any inconvenience as we fully understand many loyal clients always give adequate notice to change or cancel appointments however, we have to have one rule for all.

We sincerely thank you for your understanding. We are happy to discuss the policy with you.

Prepaid deposits, cancellations for practitioner booked appointments

1. \$25 paid at the time of booking by card/cash will be held as a credit for future appointments.
2. 24 hours minimum verbal notice is required (not on answer machine or via email) to transfer the prepaid deposit to another rescheduled appointment.
3. The \$25 deposit is non-refundable if cancellation of appointment is made within the 24 hours minimum requirement. Including non attendance at appointments.
4. When a cancellation is made giving less than 24 hours notice a \$5 admin fee will be charged and \$20 refundable. The \$5 covers administration and merchandising costs. Refund requests must be received in writing.
5. The \$25 prepaid deposit will be noted on a client's file.
6. On arrival the client will need to pay the normal practitioner fee minus \$25 prepaid deposit.

Client appointments 'No shows'

1. Clients not giving adequate notice (minimum 24 hours) or non-attendance of a booked appointment, forfeit the \$25 deposit.
2. The client will need to pay the amount outstanding for the treatment prior to another appointment being scheduled.

Please Note:

- Practitioner appointments made for Saturdays, Sundays, public holidays and appointments from 5pm, full payment will be required at time of booking. Booking can not be confirmed and put into the system until payment has been received in these instances.
- As of 1/10/20 all new clients will be required to pay a \$25 deposit to secure their appointment.