

Booking and Cancellation Policy

1. Purpose

1.1 This document establishes the booking procedure and cancellation policy for Shalom Health.

2. Policy Statement

2.1 “No shows” create a financial burden for the business. In order to obtain a commitment from a client to attend an appointment, a \$50 deposit is taken at time of booking. This deposit also helps to cover the cost of lost business time when a client fails to attend an appointment.

2.2 The deposit is deducted from the fee at time of consultation and may be forfeit in the event of failing to attend an appointment. It is up to the discretion of the business owner whether this deposit is refunded in the event of cancellation.

3. Booking Procedure

3.1 A \$50 deposit is taken at the time of booking. If the client needs to change their appointment time, then 24 hours notice is required (except in an emergency).

3.2 If an appointment is cancelled within 24 hours of the appointment time, or the client fails to attend the appointment then the deposit may be kept by Shalom Health. This will be at the full discretion of the business owner. Additionally if a patient repeatedly changes an appointment, after the third change, Shalom Health will reserve the right to retain the deposit and require a further deposit to reschedule.