

# Cancellation Policy



This policy relates to all clients who book a consultation with Cardiovascular Dietetics (ABN: 512 367 298 97).

Before your appointment, we have not only set aside your appointment time for you but also have spent time considering your case to help you make the most of your appointment with us. Therefore, if you do not attend, or cancel without sufficient notice, we cannot offer that appointment to another client.

For this reason, when booking your online consultation, we will ask for payment details to secure your place where no payment is charged at this time. You will then be provided an email and/or SMS appointment reminders to confirm or reschedule your appointment to avoid incurring a cancellation fee. To reschedule your appointment, follow the link to book in another time via the online booking system.

Please note that appointment reminders are sent out 5 working days before your appointment, allowing you ample time to confirm or reschedule or cancel.

**For cancellations made with less than 72 hours' notice a cancellation fee of 50% of the cost of your appointment applies. Similarly, cancelling with less than 24 hours notice or not attending the appointment without cancellation will incur a cancellation fee of 100% of the cost of your appointment. In both cases, the cancellation fees will be charged to your credit card that is securely captured from your appointment booking.** Where there is an exceptional reason and evidence provided in writing to [hello@cardiovasculardietetics.com.au](mailto:hello@cardiovasculardietetics.com.au), the cancellation fee may be waived.