

## **Cancellation & Rescheduling Policy**

*Effective for all bookings at Lifts Naturopathy by Lilybelle*

At Lifts Naturopathy by Lilybelle, your health and time are deeply valued. In order to provide the highest quality care and ensure appointment availability for all clients, the following policy applies:

### **Appointment Changes**

Clients are kindly asked to provide a minimum of **24 hours' notice** for any cancellations or rescheduling requests. This courtesy allows us to offer the appointment to another client in need.

### **Late Cancellations & No-Shows**

**Cancellations made with less than 24 hours' notice** will incur a **50% cancellation fee**. **Failure to attend without notice ("no-show")** will result in a **100% session fee** being charged.

These fees apply to all session types, including face to face initial, follow-up, and telehealth appointments.

### **Prepaid Sessions & Packages**

Where services have been pre-paid or are part of a package:

**Cancellations with more than 24 hours' notice** will be **retained in full** and can be **refunded or credited toward a rescheduled appointment**, based on your preference.

**Cancellations within 24 hours** may result in the session being forfeited or deducted from the package balance.

### **Illness or Emergencies**

If you are feeling unwell or have an unexpected emergency, please contact the clinic at [lilybellelifts@gmail.com](mailto:lilybellelifts@gmail.com) as soon as possible. Where appropriate, **alternative telehealth sessions may be offered** to avoid missing out on your consult.

### **Late Arrivals**

If you arrive late, your appointment may be shortened to ensure fairness to other clients. **Arrivals more than 15 minutes late** may be considered a no-show and charged as such.

### **Thank You**

By booking a consultation, you acknowledge and accept the terms outlined above. This policy helps ensure fairness and efficiency, allowing me to support all clients effectively.

If you have any questions, please get in touch at [lilybellelifts@gmail.com](mailto:lilybellelifts@gmail.com)