



### **Booking Policy**

Last Updated: 28/06//2024

Thank you for choosing Zephyra Apothecary. To provide the best service and accommodate the needs of all our clients, we have established the following booking policy:

#### **1. Appointment Booking**

1.1 Booking Methods: Appointments can be booked through our online booking system or by contacting us directly at [book@zephyra-apothecary.com.au](mailto:book@zephyra-apothecary.com.au)

1.2 Booking Confirmation: All appointments are considered tentative until confirmed by Zephyra Apothecary.

#### **2. New Client Information**

2.1 New Client Forms: New clients are required to complete and submit the 'New Client Intake' form a minimum of 24 hours prior to first appointment.

2.2 Health History: Providing accurate health history information is essential for effective care. Please ensure all information is up-to-date and accurate. Please submit any recent pathology or investigations to [pathology@zephyra-apothecary.com.au](mailto:pathology@zephyra-apothecary.com.au) or directly to your practitioner's email address.

#### **3. Arrival Time**

3.1 Arrival: Please arrive at least 5 minutes prior to your scheduled appointment time to ensure your appointment starts on time.

#### **4. Late Arrivals**

4.1 Late Arrival: If you arrive late for your appointment, we will make every effort to accommodate your full appointment time within reason and if it does not affect any other appointments. However, in some cases, your session may need to be shortened to avoid delays for subsequent clients.

4.2 Recurring late arrival: If you arrive late for your appointment on a number of occasions, your appointment will be rescheduled to a time more suitable for you. It is important to arrive on time to ensure you receive the highest standard of care.

#### **5. Rescheduling Appointments**

5.1 Rescheduling: If you need to reschedule your appointment, please provide at least 48 hours' notice. As much time as possible is appreciated to be able to offer the appointment time to someone else.

5.2 Rescheduling Fee: Appointments rescheduled with less than 24 hours' notice may be subject to a rescheduling fee.

## **6. Payment for Services**

6.1 Payment: Payment for initial consultations and all appointments booked online through the website are due at the time of booking.

6.2 Payment: Payment for subsequent consultations bookings made directly with the practitioner may be payable at the time of booking or at the time of the appointment by arrangement.

6.3 Accepted Payment Methods. We accept:

- Credit cards
- Debit cards
- Payment plans & Afterpay by arrangement
- Bank transfer by arrangement

## **7. Cancellation Policy**

7.1 Cancellation Notice: Refer to our detailed Cancellation Policy for information on providing notice for cancellations and associated fees.

## **8. Changes to this Policy**

8.1 Policy Updates: We reserve the right to update this booking policy. Any changes will be effective immediately and communicated to clients and available on our website.

## **9. Contact Us**

9.1 Questions: If you have any questions or concerns regarding our booking policy, please contact us at [support@zephyra-apothecary.com.au](mailto:support@zephyra-apothecary.com.au)

## **Cancellation Policy**

Last Updated: 28/06/2024

At Zephyra Apothecary, we understand that unforeseen circumstances may require you to cancel or reschedule your appointment. We appreciate your cooperation in adhering to the following cancellation policy:

### **1. Cancellation and Rescheduling**

1.1 Cancellation Notice: If you need to cancel or reschedule your appointment, we kindly request that you provide us with at least 48 hours' notice.

1.2 Late Rescheduling: Appointments rescheduled with less than 24 hours' notice may be subject to a rescheduling fee.

1.3 Late Cancellation: Cancellations made with less than 24 hours' notice will be subject to a cancellation fee.

### **2. Cancellation Fees**

2.1 First Late Cancellation: The first late cancellation within a calendar year will be subject to a 30% cancellation Fee.

2.2 Subsequent Late Cancellations: Any additional late cancellations within the same calendar year will be subject to a 50% cancellation fee.

### **3. No-Show Policy**

3.1 Failure to Attend: If you do not attend your scheduled appointment and do not provide advance notice, you may be subject to a no-show fee equivalent to the full appointment cost.

### **4. How to Cancel or Reschedule**

4.1 Contact Information: To cancel or reschedule an appointment, please contact us as soon as possible at [support@zephyra-apothecary.com.au](mailto:support@zephyra-apothecary.com.au)

### **5. Exceptions**

5.1 Emergency Situations: We understand that emergencies may arise, and exceptions to this policy may be made on a case-by-case basis.

### **6. Payment of Fees**

6.1 Payment Obligation: Cancellation fees and no-show fees must be paid within 48 hours of the missed appointment.

### **7. Rebooking**

7.1 Rebooking: To reschedule a cancelled appointment, a new appointment must be booked, and any applicable cancellation fees paid.

## **8. Changes to this Cancellation Policy**

8.1 Policy Updates: We reserve the right to update this cancellation policy. Any changes will be effective immediately and communicated to clients and available on our website.

## **9. Contact Us**

9.1 Questions: If you have any questions or concerns regarding our cancellation policy, please contact us at [support@zephyra-apothecary.com.au](mailto:support@zephyra-apothecary.com.au)