

# Appointments, Deposits & Cancellation Policy

## 1. Deposits & Booking Confirmation

- A deposit is required to secure all consultations and treatment appointments.
- Deposits may be a fixed amount or percentage of the treatment cost, as advised at the time of booking.
- Deposits are non-refundable and non-transferable.
- An appointment is not confirmed until the deposit has been received.
- By paying a deposit, the client agrees to this policy in full.

## 2. Cancellation & Rescheduling

- A minimum of 48 hours' notice is required to cancel or reschedule any appointment.
- Cancellations or reschedules made within 48 hours of the appointment will result in forfeiture of the deposit.
- This policy applies regardless of the reason for cancellation, including illness, work commitments, or personal circumstances.

## 3. No-Shows & Late Arrivals

- Failure to attend an appointment without notice ("no-show") may result in:
  - Forfeiture of the deposit, and/or
  - The full treatment fee being charged at the clinic's discretion.
- Late arrivals may result in a shortened treatment time or cancellation if the remaining time is insufficient to perform the service safely.
- Late arrivals are considered a missed appointment if treatment cannot proceed and may result in loss of deposit.

## 4. Packages, Programs & Prepaid Treatments

- Missed or late-cancelled appointments that form part of a prepaid package or program will be deducted from the package as a completed session.
- Package expiry dates are not extended due to missed or rescheduled appointments.

## 5. Repeated Cancellations

- Clients who repeatedly cancel or reschedule appointments within the cancellation window may be required to:
  - Prepay in full for future appointments, or
  - Have booking privileges limited or declined at the clinic's discretion.

## 6. Clinic-Initiated Changes

- In the unlikely event That Skin Clinic needs to reschedule an appointment due to unforeseen circumstances, the client will be offered the next available suitable appointment or have their deposit carried forward.
- No additional compensation is provided for clinic-initiated changes, in line with Australian Consumer Law.

## 7. Acknowledgement & Acceptance

- Booking an appointment, paying a deposit, or proceeding with treatment constitutes acknowledgement and acceptance of this policy.
- This policy is in place to respect practitioner time, maintain clinic efficiency, and ensure fairness to all clients.