



Cancellation Policy

Align Health Therapies Pty Ltd *Last updated: 14 September 2025*

1. Why We Have a Cancellation Policy

At Align Health Therapies, we are committed to providing high-quality, personalised care across a range of holistic health services including Osteopathy, Naturopathy, Kinesiology, and Reiki. Our practitioners dedicate time, resources and energy to each session, and many of our services are in high demand.

When an appointment is booked, that time is reserved exclusively for you. Late cancellations or missed appointments not only impact our practitioners but also prevent other clients from accessing or making appointments. When this happens our practitioners are not remunerated for their time and lose the opportunity to fill that vacancy.

This cancellation policy is designed to:

- Respect the time of our practitioners and clients
- Ensure fair access to appointments for all clients
- Protect income security for our practitioners
- Support the sustainability of our clinic operations
- Encourage accountability and mutual respect

Definitions

“Cancellation” - A cancellation refers to any appointment that is cancelled by the client.

“Late Cancellation” - means cancelling within the late cancellation time period of the scheduled appointment. Please note these may be different between services.

“No-Show” - A no-show occurs when a client fails to attend their appointment without any prior notice. This includes arriving too late to be seen or simply not arriving at all.

2. Terms

Rescheduling an appointment within the late cancellation time period **does not waive the cancellation fee**

If the practitioner is able to fill the appointment slot, the cancellation fee **still applies**

Appointment reminders are sent via SMS and email. These reminders are considered received upon delivery from our system. These reminders are a courtesy and it is the responsibility of the client to know their appointment details. Missing or not receiving them is **not** a valid reason for non-attendance.

We understand that extenuating circumstances may arise. If you believe your situation warrants an exemption, we are open to discussing it on a case-by-case basis. Any adjustment to the cancellation fee is at the discretion of the practitioner or practice manager.

3. Cancellation Fees

As our services vary in nature, we have different requirements and cancellation periods. Please pay particular attention to the service(s) that are relevant to you.

Osteopathy

Late Cancellation within 24 hours of the appointment incurs a full fee of the service cost

No show incurs a full fee of the service costs

Naturopathy & Nutrition

Late Cancellation within 24 hours of the appointment incurs a full fee of the service cost

No show incurs a full fee of the service costs

Kinesiology, Reiki & Yoga Nidra

Cancellation within 4 days of the appointment incurs a fee of 25% of the service cost

Late Cancellation within 48 hours of the appointment incurs a full fee of the service cost

No show incurs a full fee of the service costs

4. How to Cancel or Reschedule

To cancel or reschedule your appointment, please contact us via:

- Phone: (02) 4285 4817
- Email: info@alignhealththerapies.com.au
- SMS: Reply to SMS reminder

Please note that cancellations need to be made during business hours Monday to Friday 9am to 5pm.

We appreciate your understanding and cooperation in helping us maintain a respectful and efficient clinic environment.