



Cancellation Policy

At Kindred Pelvic & Children's Health, the team strives to provide timely and accessible care to all clients. As the clinic operates with a waitlist, cancellations must be made with at least 24 hours' notice to allow others to access services.

Clients will receive an email reminder one week before their appointment and an SMS reminder two days prior. A response of "Y" or "N" must be sent by 6pm on the day the SMS is received.

Cancellations made within 24 hours of a scheduled appointment will incur a 50% fee of the appointment value. Rescheduling can be arranged via email at hello@kindredpelvic.com.au, SMS, or by calling and leaving a message on **0485 005 844**.

A no-show or failure to attend a scheduled appointment without notice will result in full payment of the missed appointment.

Reduction or waiver of late cancellation or no-show fees in extenuating circumstances is at the discretion of Cara Richmond and the Kindred Pelvic & Children's Health team.

Appreciation is extended for understanding and cooperation, which enables the clinic to provide timely, high-quality care to all clients.

Refund Policy

Refunds are not available for services that have already been provided.

By booking an appointment with Kindred Pelvic & Children's Health, clients acknowledge and agree to the clinic's cancellation and refund policies. The clinic reserves the right to update or amend these policies at any time without prior notice.