

Payment, Cancellation & Refund Policy

Payment Policy

- 50% prepayment is required prior to the consultation, except by prearrangement with the practitioner, final 50% payment required at the conclusion of the consultation.
- If alternative arrangements are negotiated 100% required at the conclusion of the consultation on the day or within 3 days
- Payment Plans are possible through negotiation with the practitioner.
- Non-payment of an account may incur a late fee after a 7-day period.

Any products purchased directly from this website are subject to the following terms:

- All products are in Australian Dollars (AUD)
- All purchases/payments must be made in full via the available payment options and accepted credit cards (we do not record or store your card details).
- A tax Invoice/receipt will automatically generate for your purchase.
- We will not complete any order not paid in full

Cancellation policy

Your Appointment is reserved exclusively for you, I value your time and the privilege of working with you on your health journey, in turn I ask that you also value and appreciate the time I have set aside to spend with you.

If you are unable to attend your appointment

- a minimum of **24 hrs** notice prior to the start of your appointment time is required to cancel the appointment to avoid a cancellation fee. Emergency and special circumstances are at the discretion of the practitioner.
- If the cancellation occurs within **24hrs** of the appointment time and are not due to an emergency or special circumstances a cancellation fee of **50%** will be charged.

Refund policy

- Refunds are not eligible for Naturopathic, Naturopathic Emotional Release, Massage, Reiki or Bush Flower consultations
- We do not offer refunds for a change of mind
- Please contact us within 24 hrs if you have any concerns about a product that you have purchased from us. We can then assess if a replacement can be provided if necessary.
- All products purchased must be used as per directed, prescribed or intended,
- Products must be used before expiry or best before dates and kept according to storage instructions.
- We cannot guarantee a particular result with any product purchased results may vary for each individual dependent on a range of factors unique to each person outside of our control.
- If a product cannot be supplied within a reasonable timeframe a credit or refund may be given,