

Refund and Non-Attendance Policy

Introduction

This refund policy is to provide information to you, the patient/client, on how Maitland Myotherapy & Sports Massage manages refunds in their practice.

Practitioner Obligations

Maitland Myotherapy & Sports Massage are committed to providing a professional service to all patients/clients and carry out that service with due skill and care.

With your approval, emails are sent confirming your appointment at the time of booking.

Reminder SMS texts are sent 24 hours before your appointment as a proactive approach on our behalf.

Failure to provide fair and reasonable notice may result in a charge for your session unless there are extenuating circumstances.

You may cancel or reschedule your appointment without charge any time before the close of business on the day preceding your appointment.

Patient/Client Obligations

If you cannot keep an appointment with us, we expect that notice is given as soon as possible by calling or texting the clinic on 0435 714 833 and leaving a message if after hours.

A minimum of 3 hours' notice is required to re-schedule, cancel or reduce the appointment time. This notice may be provided verbally or in writing via email [chris@maitlandmyo.com.au] or text message [0435 714 833] prior to the scheduled treatment commencement time. If the patient/client arrives late then the consultation will be shortened. No full or partial refunds will be provided, nor discounts offered.

Patients/Clients who cancel/reschedule within 3 hours of their scheduled appointment will be required to pay the **50% of the full fee**.

Patients/Clients who cancel/reschedule within 1 hours of their scheduled appointment or fail to attend will be required to pay the **100% of the full fee**.

Complaints

Refunds will not be provided upon presentation of a complaint. Refer to Compliment and Complaint Managing Policy.

