



TERMS & CONDITIONS

The Wholesome Dietitian is committed to providing high quality care to all of our clients. We offer a system of appointments that are available to all patients at times that are convenient for both the practitioner and the client.

If you fail to attend an appointment, this means other people are denied the opportunity to access our services. It is for this reason we have developed a clear and simple cancellation/no-show policy for all clients. This policy is designed to ensure that clients attend their appointments, or provide notice if they cannot attend a scheduled appointment. Providing appropriate notice, as per our cancellation policy, shows consideration for the practitioner and other clients.

CANCELLATION POLICY

- All clients will receive a text message from The Wholesome Dietitian at least 48 hours before their appointment. The cancellation fee will also be mentioned to patients in this text message.
- Clients have 24hrs before their appointment to cancel or reschedule their appointment at a time that is suitable to both the client and the practitioner.
- Clients may reschedule their appointment up to 24hrs beforehand, however, they must attend their next appointment.
- Clients who do not attend their appointment and do not provide at least 24 hours notice will be charged a cancellation fee that is 50% of their booked consultation fee (this is the total consultation fee before rebates are applied).
- If there are extreme circumstances that prevent you from attending your appointment, we ask that you kindly contact The Wholesome as soon as possible to cancel or reschedule. The Wholesome Dietitian reserves the right to still charge a cancellation fee.

COMPLAINTS OR QUERIES

All complaints or queries about this policy are to be directed to The Wholesome Dietitian via email at thewholesomedietitian@outlook.com.au

We will endeavour to respond within 3 business days.