

Cancellation Policy

1. Objectives and Background

ZAR Wellness is committed to providing the best service in a timely manner. We aim to accommodate your needs, whether the services be face-to-face or via telehealth.

Unfortunately, when a client cancels without giving adequate notice, it prevents another client from receiving services. This cancellation policy is used as a way of respecting the time commitment of all involved. It explains the process for requesting a cancellation and the fees applicable. This policy is used in fairness to both our practice and the clients who would otherwise have wanted an appointment.

We are implementing a straightforward cancellation policy to be upfront about all the costs you may face when engaging our services.

2. Cancellation Process

We understand situations can arise in which you must cancel your appointment. Due to limited appointment availability, we request that you cancel with adequate notice as this allows us to fill that appointment slot.

You may cancel by contacting us by **phone** or **SMS**. A confirmation SMS will be sent to acknowledge your cancellation. If you do not receive a reply confirmation, please call ZAR Wellness to advise of your need to cancel.

We require a minimum of 48hrs notice for cancellation. Please inform us prior to your scheduled appointment to notify us of any changes or cancellations. If no prior notice, or the notice given, is not provided within the minimum notice period, you may be charged a cancellation fee for the missed appointment.

Initial: _____

2.1. Late Arrivals

Late arrivals can only be extended to the remaining time of the scheduled appointment. If you are late past your appointment we will have to reschedule/cancel the appointment, which will incur a cancellation fee.

3. Cancellation Fee

- (a) The cancellation fee is \$100.00 Initial: _____
- (b) The cancellation fee will be charged to your nominated credit card
- (c) The cancellation fee is the sole responsibility of the client and must be paid and charged to your nominated credit card.

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4. Acceptable circumstances for waiving cancellation fees

We understand that plans may change due to uncontrollable and external circumstances. Missed appointments can be unintentional or may stem from an emergency, etc. Therefore, cancellation due to such circumstances will not incur a cancellation fee. Having cancellation fees waived require approval from the Registered Counsellor, Maryanne Zarth.

5. Refund policy

If the notice of cancellation is given before the scheduled appointment, ZAR Wellness will refund any deposit that was received to book an appointment.

6. Questions

Our business firmly believes that a good client and business relationship is based upon mutual understanding. Questions about our cancellation policy should be directed to the Practice Director, Maryanne Zarth.

7. Agreement

Please sign that you have read, understood and consented to this Cancellation Policy.

By signing, you understand that you are holding a spot and you may be charged a cancellation fee of \$100 if an appointment is cancelled without providing at least notice or if the appointment is missed. Initial: _____

Date

Client Name

Client Signature