

Cancellation / Non-attendance / Booking policy

CS Health is committed to delivering quality services to all customers. In order to provide the best service we have a five (5) business day cancellation policy for all appointments. This policy ensures equal access to appointments for all customers.

Hold appointments

All hold appointments will receive a confirmation email securing the date, time and service allocated, there is no name or date of birth (DOB) supplied. It is expected that when hold appointments are being made, a reasonable timeframe to supply all required information be applied. All hold appointments have a five (5) business day automatic cancellation applied, in the event that no information is received the booking is automatically cancelled. i.e No name and/or DOB has been received for the booking.

No reminder will be given for these appointments; it is the responsibility of the person/s requesting the hold appointment(s) to provide all information in the required timeframe.

At times of high demand customers may be limited in the number of hold appointments they are able to make in a one month period. If a customer makes multiple hold appointments that are not utilised, limits will be imposed at the discretion of CS Health.

All appointments will be confirmed by CS Health at the time of booking. Bookings made at short notice (i.e. within five (5) business days of the appointment) which are cancelled or not attended, will be subject to 100% of the service costs.

Please Note:

In the event CS Health is able to fill the cancelled appointment, the cancellation fee *may* be waived.

Cancellation fees

	Notice Period	Fee
Non-attendance	N/A	100% of service cost
Cancellation	5 business days	100% of service cost

Effective: 18 March 2019