

Cancellation / Non-attendance policy

CS Health is committed to delivering quality services to all customers. In order to provide the best service we have a two (2) business day cancellation policy.

Booking confirmation

All initial phone bookings are considered tentative until we have received your completed Booking Confirmation Form.

Customers will be contacted via email four (4) business days prior to the day of appointment, and then again at three (3) business days prior, should the completed Booking Confirmation Form not be received.

If CS Health has not received a completed Booking Confirmation Form by 1.00pm two (2) business days prior to your allocated appointment, CS Health reserve the right to offer this appointment to another customer. In this event, no cancellation fee will be incurred you will be notified via email that the appointment is no longer available to you.

Cancellation fees

	Notice Period	Fee
Non-attendance	N/A	100% of service cost
Cancellation	2 business days	100% of service cost

Please Note: Bookings made at short notice (i.e. within two (2) business days of the appointment) which are subsequently cancelled or not attended, will be subject to the fees outlined above.

Pre-scheduled bulk appointments

All pre-scheduled bulk appointments also require a completed Booking Confirmation Form by 1.00pm two (2) business days prior to the allocated appointment. Should the name of the person attending the appointment be unavailable at that time, the Booking Confirmation Form should note 'Name TBA' and this information can be provided at a later time.

As noted above, CS Health reserve the right to offer appointments to another customer should the Booking Confirmation Form not be received by 1.00pm two (2) business days prior to your allocated appointment.

Effective: 1 October 2017