

## 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

Hold appointments are not confirmed and only allocate an appointment time, 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 ten (10) business day automatic cancellation applied in the event that no information is received. i.e the booking is not confirmed with name and DOB.

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 confirmed, limits will be imposed at the discretion of CS Health.

### Booking confirmation and cancellation

All appointments will be confirmed by CS Health at the time of booking. A courtesy reminder email will be sent two (2) days prior to the day of appointment. If an appointment is cancelled at the time of the reminder, the cancellation fee of 100% of service cost will be incurred as per policy.

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
<b>Non-attendance</b>	N/A	100% of service cost
<b>Cancellation</b>	5 business days	100% of service cost

**Effective: 1 July 2018**