



## CONSCIOUS CANCELLATION POLICY

Embody is a small business, proud to be serving the community with longer appointments in a calm environment to provide the depth of care that we believe women deserve. Your support enables us to look after you *and* ourselves, so that we can create a lasting impact on women's health in Mount Gambier.

Thank you for understanding that we have a cancellation policy to enable stability and sustainability of our service.

We will send you a reminder email and text message two days before your appointment. Invoices will be sent via email, with payment terms detailed. If you have any questions or worries, **please** reach out – we are humans supporting humans and understand that life is not one size fits all.

### **1:1 Appointments**

The day before your appointment – no fee

The day of your appointment – 50% of the full fee (before health fund or Medicare rebates)

Do not arrive to your appointment without notice – 100% of the full fee (before health fund or Medicare rebates)

### **Clinical Exercise Classes**

The day before your appointment – no fee

The day of your appointment – 100% of the full fee (before health fund or Medicare rebates)

Do not arrive to your appointment without notice – 100% of the full fee (before health fund or Medicare rebates)

### **NDIS Participants**

Please refer to your Service Agreement.

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