



Appointment Confirmation Policy

Thank you for making an appointment for a kinesiology, wellness coaching or business mentoring session – to change an aspect of your life for the better.

When making your appointment with Karen, she will request your mobile phone number. You will receive a confirmation text of the time and date of your appointment, as well as the fee for service and location of the clinic. She will also request your email address to send you documentation appropriate to your booked consultation.

Please be advised that a reminder text will be sent to you several days **PRIOR** to your scheduled appointment. It will look something like this:

"Just a quick reminder that you have booked a kinesiology appointment for Monday (insert date) at (insert time)."

To confirm this appointment please respond YES or NO by 5pm tonight."

This confirmation text allows you to confirm that you either still want the appointment or other priorities have arisen in your life. Upon acceptance of your confirmation text is considered to be your agreement to services being provided (by Karen Humphries) at an agreed time and date AND your agreement to pay. Karen then prepares your paperwork (to meet insurance and industry association code of conduct requirements) and files ready for the clinic day.

Verification of your session schedule ensures that all appointment times run smoothly. This means two things - you will always get your allotted appointment time and not be rushed out the door, and secondly you never wait more than five minutes for your appointment.

Karen appreciates at least 24 hours notice for cancellation of appointments. As you can see time and energy is invested in you before you even arrive for your session. Late cancellation can mean insufficient time to contact people on the waiting list as well as rescheduling of clinic sessions.

Karen understands that from time to time, unexpected circumstances arise which cause appointment cancellation - that's life.

However, **please be advised that a cancellation fee of \$50 will be incurred if cancelling less than 24 hours prior to confirmed appointment. Non attendance of confirmed scheduled appointment, without notice, will incur full appointment fee.** This will now occur for ongoing failure to show after confirming appointment, or regular last minute cancellation.

If you cancel twice (with late notice) you may be requested to pay the entire appointment fee, in order to re-book another session.

If purchasing a bundle of appointments please be advised that sessions:

- Must be used within the same financial year;
- Cannot be transferred to other clients (unless agreed upon by the practitioner);
- Must be paid for upfront to become valid; and/or
- Cannot be refunded once bundle has commenced unless by agreement.

Once again thank you for choosing Blooming From Within, to facilitate the change in your life.