

## PAYMENT TERMS AND CANCELLATION POLICY

1. All packages are payable upfront and prior to the start of Nutritional Therapy consultations.
2. Large packages can be split into two payments. (12-week packages)
3. If the client chooses a package that includes a test and they request the payment to be split into two, the price of the test will be charged in full with the initial consultation and the remainder of the package will be due once the follow-up consultation is due.
4. Any private laboratory tests and nutritional supplements are an additional cost to the client.
5. If the client decides not to complete the package and refuses to pay the outstanding fees, any consultations and time spent on the client's plan will be due in full charge.
6. The therapist will advise at the start of the therapy when and how often consultations are needed. The client agrees to attend the therapy sessions at mutually agreed times and dates.
7. The client agrees that if they need to cancel an appointment they will give the therapist at least 48 hours notice and the consultation session will be rescheduled.

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