

# Terms and Conditions

In order to be respectful of the practitioners at the clinic and the needs of other patients, please be courteous and text, email or call Mandala Wellness promptly if you are unable to attend an appointment. “No-shows” and late cancellations inconvenience those individuals who need access to our services in a timely manner.

If it is necessary to cancel your scheduled appointment, we ask that you contact us at least 24 hours in advance.

**Please note: late cancellations and no-shows will be charged a \$50.00 cancellation fee.**

In exceptional circumstances this fee may be waived (because we know that sometimes unavoidable situations arise)

**Late Cancellations:** A late cancellation is considered when a person fails to cancel their scheduled appointment with less than 24-hours advance notice.

**No Show:** A “no-show” is someone who misses an appointment without cancelling it in an adequate manner. A failure to be present at the time of a scheduled appointment will be recorded in your medical record as a “no-show.”

If you need to reschedule or cancel your appointment, please call (03) 52295834 or email [contact@mandalawellness.com.au](mailto:contact@mandalawellness.com.au)