

Purpose:

This policy outlines the parameters around confirmation and cancellation of appointments at Simply Laser and any fees or charges associated with cancellations.

Policy Statement:

As part of Simply Laser's commitment to ensure optimum availability for our clients **all bookings require at least 24 hours' notice to cancel or change an appointment** regardless of the method of booking.

Cancellation Fees

Any booking that is cancelled within the 24-hour period prior to the appointment date and time will be charged a cancellation fee of 50% of the value of the treatment fee. Simply Laser do not issue refunds for pre-paid appointments cancelled within the 24-hour period prior to the appointment time and date. A rebooking and/or refund may be requested if an appointment is cancelled **prior** to the 24-hour period.

All unpaid cancellation fees that have been charged to a client's account must be paid prior to, or on the day of, the client's next appointment. Clinic Managers reserve the right to refuse any future appointment bookings should payment of cancellation fees not be made.

Rescheduling more than 24 hours prior

All appointment bookings made online, in person, or over the phone may be rescheduled up to 24 hours prior to that appointment time at no additional cost. However, Simply Laser reserve the right to limit the number of times that an appointment can be re-scheduled. Same-day appointment time changes are not considered to be cancellations and are permitted subject to availability.

Cancellations must be made in person, over the phone or via email at Simply Laser where the appointment was originally scheduled.

No Show

Failure to present for an appointment will be considered a 'No Show' and treated as a cancellation with less than 24 hours' notice. A cancellation fee will be charged to the client's account.

Confirmation of Appointment

Simply Laser will conduct confirmation calls or SMS text messages 1-2 days prior to an appointment. Regardless of whether a confirmation exchange was received, should an appointment be cancelled within the 24-hour period prior to the scheduled appointment time, cancellation fees will still apply.

Exceptions

Any exception to the application of this policy must be authorised by a Clinic Manager and will be documented on the client's record.