



Fee and Cancellation Policy

Payment Information

Payments can be made by credit card, EFTPOS, or PayPal.

For **new clients**, payment of the session fee is required at the time of booking to confirm your first appointment. **This first session fee will be non-refundable.** If you need to reschedule, you can do so up to 48 hours before the scheduled appointment, and the paid fee will be transferred for the new appointment. If less than 48 hours' notice is given to cancel/reschedule your first appointment, you will forfeit the payment.

For subsequent *face to face sessions*, payments are required prior to the start of your sessions.

For subsequent *online sessions*, payments are required at least 48 hours before every scheduled appointment.

Session may not go ahead or be postponed if payment is not received prior to the session.

Cancellation Policy

Thank you for respecting our time as we respect yours. We have a minimum 48-hour cancellation policy. If less than 48 hours', but more than 24 hours' notice is given for cancellation, half the session fee will be forfeited. You will be charged the full session fee for cancellations made within **24 hours**. (Due to COVID-19 restrictions, if having any cold or flu like symptoms on the day of your appointment, we request you to stay home. In this case we may be able to offer you an online session at the scheduled time).

I, _____, have read and understood this Intake Form and agree to the above conditions and terms of service.

Client Name: _____

Client Signature: _____

Date: _____

If client is under 18 years of age:

I, _____, provide consent for the exchange of verbal and written correspondence.

about my child's service at **LOTUS BLOOM HOLISTIC COUNSELLING** be provided to:

Parent/Guardian's Name: _____

Parent/Guardian's Signature: _____

Date: _____

Thank you for choosing **LOTUS BLOOM HOLISTIC COUNSELLING** to support you in your journey. If you have any questions, please do not hesitate to call Shobana Suresh on 0434 947 255.