



Clinic Cancellation Policy

Policy Code: CLI-020

Version: 2.0

Effective Date: 27 November 2020

Purpose

This Policy outlines the parameters around confirmation and cancellation of appointments at Endeavour Wellness Clinics nationally and any fees or charges associated with cancellations.

Definition of “College” – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and FIAFitnation. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names / entities.*

Scope

- All Clinic staff
- All Clinic clients
- All students undertaking clinic practicum subjects

Policy Statement

As part of the College’s commitment to ensure optimum availability for Endeavour Wellness Clinics clients and maintain a best practice learning environment for students, **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 consultation fee. Endeavour Wellness Clinics 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. Endeavour Wellness Clinic reserves 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, Endeavour Wellness Clinic reserves 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 the Endeavour Wellness Clinic where the appointment was originally scheduled. Text messages (SMS) are not considered appropriate ways to cancel an appointment.



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

Endeavour Wellness Clinics may 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 staff member and will be documented on the client's record.

Dissatisfaction

If a client is dissatisfied with the application of this Policy, the client should be referred to the [Quality Feedback Monitor \(QFM\)](#) available via the 'Provide Feedback' button on the College's website.

For Stage 1 of the grievance process (Informal Resolution), the Clinic Manager should be involved in all discussions with a dissatisfied client.

Related Procedures

Not applicable

Further Information

Related Policies

[Clinic Refund & Return Policy](#)

Related Documents

[Clinic Handbook](#)

Guidelines

Not applicable

Benchmarking

Not applicable

Supporting Research and Analysis

Not applicable

Related Legislation

Not applicable



Review and Approval

Policy Author

Clinic Managers, Brisbane, Adelaide & Perth

Policy Owner

Director of Clinic and Campus Operations

Contact

Director of Clinic and Campus Operations

Sherri.Duncan@endeavour.edu.au

Approval Body

College Council

Meeting date: 11 December 2015

Policy Status

Revised

Responsibilities for Implementation

- Director of Clinic and Campus Operations
- Clinics Staff
- Student Practitioners

Key Stakeholders

- Director of Clinic and Campus Operations
- Clinic Staff
- Clinic Clients
- Student Practitioners
- Heads of Department
- Managing Director
- Chief Financial Officer