

# Cancellation Policy for Nicole Sky Natural Medicine

At Nicole Sky Natural Medicine, we value your time and strive to provide the highest quality of care. To ensure smooth scheduling and fairness for all clients, we have implemented the following cancellation policy:

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## 1. Appointment Cancellations

- We require at least **24 hours' notice** for the cancellation or rescheduling of an appointment.
  - Cancellations made with less than 24 hours' notice will incur a cancellation fee of **100% of the consultation fee**.
  - Failure to attend a scheduled appointment without prior notice will result in a **full consultation fee** being charged.
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## 2. How to Cancel or Reschedule

- You can cancel or reschedule your appointment by contacting us via:
    - Phone: 0467 345 207
    - Email: [admin@nicolesky.com.au](mailto:admin@nicolesky.com.au)
    - Online booking platform: [nicolesky.com.au](https://nicolesky.com.au)
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## 3. Exceptions

- We understand that emergencies and unforeseen circumstances may arise. In such cases, please contact us as soon as possible to discuss your situation.
  - Exceptions to the cancellation fee may be made at our discretion.
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## 4. Refunds for Prepaid Appointments

- If you have prepaid for your appointment and provide the required 24 hours' notice, you will receive a full refund or credit towards a future appointment.
  - Late cancellations or no-shows will result in the forfeiture of the prepaid amount.
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## 5. Group or Workshop Bookings

- Group consultations, workshops, or events may have separate cancellation policies. Details will be provided at the time of booking.
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## 6. Contact Information

For any questions or to cancel or reschedule your appointment, please contact:

**Nicole Sky Natural Medicine**

Email: [admin@nicolesky.com.au](mailto:admin@nicolesky.com.au)

Phone: 0467 345 207

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By booking an appointment with Nicole Sky Natural Medicine, you acknowledge and agree to this cancellation policy. Thank you for your understanding and cooperation.