



## Deposits, Payments & Cancellation Policy

At **Intune Mind and Body**, I'm dedicated to offering you the highest level of service while respecting your time and commitment. To maintain fairness and consistency, I've implemented the following cancellation and payment policy. This policy is designed to be straightforward and transparent, keeping our mutual commitments in focus.

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### 1. Payment and Deposit Details

- A **50% deposit** is required at the time of booking to secure your appointment.
- The remaining balance is due at least 24 hours before your appointment.
- If paying via electronic transfer, an invoice will be issued.

The deposit secures your session and is non-refundable if you cancel, regardless of the notice period. This ensures commitment and helps to accommodate all clients effectively.

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### 2. Cancellation Process

I understand that plans can change. However, since each appointment is uniquely reserved for you, the **50% deposit is non-refundable** in the event of a cancellation.

To cancel or reschedule, please contact me via:

- **Phone:** 0412 219 952
- **Email:** [hello@intunemindandbody.com.au](mailto:hello@intunemindandbody.com.au)
- **Client Portal:** [www.intunemindandbody.com.au](http://www.intunemindandbody.com.au)

If you cancel or reschedule:

- **With at least 48 hours' notice:** Your deposit can be credited toward a future session within two weeks of the original appointment.
- **Less than 48 hours before your appointment or fail to attend:** The deposit will be forfeited as a late cancellation fee, and no credit will be issued.

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### 3. Late Arrivals

If you arrive late, your session will continue for the remaining scheduled time. If your lateness exceeds the session time, the appointment will be treated as a cancellation, and your deposit will be forfeited.



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#### 4. Extenuating Circumstances

I understand that emergencies or unforeseen events can happen. In such cases, the forfeiture of your deposit may be waived at the discretion of the practice director, **Oriana Binetti**.

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#### 5. Refund Policy

Deposits are non-refundable. If you cancel with at least 48 hours' notice, the deposit may be credited toward a rescheduled session within two weeks of the original booking.

For fully paid sessions, refunds are at the discretion of the practice director.

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#### 6. Questions and Support

I value clear communication and mutual respect. If you have any questions about this policy, please feel free to contact me at [hello@intunemindandbody.com.au](mailto:hello@intunemindandbody.com.au).

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#### 7. Agreement

By signing this document, you confirm that you've read, understood, and agreed to the terms of this cancellation policy. You acknowledge that deposits are non-refundable, regardless of cancellation notice, and will be forfeited in case of missed or cancelled appointments.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_