



Allied Nutrition

Cancellation Policy

Overview

The purpose of this policy is to inform Allied Nutrition's clients of the outcome for cancelling their appointments.

Scope

This policy applies to Allied Nutrition clients booking consultations and plan-to-plate services. This policy includes appointments which are cancelled and appointments which are rescheduled.

Required Notice for Cancellations

Clients are required to provide at least 24 hours' notice if they wish to cancel their appointment, except in the case of serious illness or other extenuating circumstances. Notice must be given by the client or client's parent/guardian directly to the client's dietitian in person or via SMS message, phone call or email.

Cancellation Fee

Clients who fail to provide adequate notice of cancellation will incur a cancellation fee. Please refer to the table below for current fees.

If a cancellation fee is incurred, an invoice will be sent via post or email to the client for payment. Payment is due no later than five days from the invoice date.

Notice Given	Fee Charged
Within 24 hours of booked appointment time	\$40.00
No notice given and the dietitian arrives at the client's home at the booked appointment time	Full consultation fee, including travel fee (if applicable)

Penalty for Late Payment

A late payment fee of \$25.00 will be charged for invoiced payments made after the due date. It is expected that payment of the late payment fee will be included with payment for the original service. Allied Nutrition reserves the right to waive the late payment fee in the case of extenuating circumstances.