

At DNA Life, we understand that unforeseen circumstances may arise, requiring you to cancel or reschedule your counselling appointment. To ensure the efficient operation of our services and to accommodate the needs of all clients, we have established the following cancellation policy:

1. **Cancellation Notice:**

We kindly request that you provide a minimum of 24 hours' notice for any cancellation or rescheduling of your counselling appointment. This allows us to offer the appointment slot to another client in need.

2. **Late Cancellation or No-Show:**

Cancellations of your appointment with less than 24 hours' notice, will incur a charge of 50% of the full session fee.

If you do not attend your scheduled appointment without prior notification (no-show), we reserve the right to charge a cancellation fee equivalent to the full session fee.

3. **Cancellation Fee:**

The cancellation fee will be billed directly to you and is payable prior to scheduling any future appointments unless an agreement has been entered into with DNA Life. This fee compensates for the time and resources allocated to your appointment that could have been offered to another client.

4. **Exceptions:**

We understand that emergencies or exceptional circumstances may arise. If you experience such a situation that prevents you from providing the required notice, please contact us as soon as possible to discuss your situation. We will consider each case on an individual basis.

5. **Payment:**

Cancellation fees are due and payable within 7 days of receiving the invoice. Failure to settle the fee within the specified timeframe may result in a late fee.

6. **Appointment Changes:**

If you need to reschedule your appointment, we will do our best to accommodate your request based on the availability of appointments. However, rescheduling is subject to availability, and we cannot guarantee the exact time or date you may prefer.

7. Communication:

It is your responsibility to ensure that we receive your cancellation or rescheduling notice in a timely manner. Please contact us directly via phone or email to inform us of any changes or cancellations.

We appreciate your understanding and cooperation regarding our cancellation policy. By engaging our services, you acknowledge that you have read and understood this policy and agree to adhere to its terms.

If you have any questions or concerns regarding our cancellation policy, please feel free to contact us at info@dnalife.com.au.

EFFECTIVE DATE: The effective date for this Cancellation Policy is 24 July 2023.