

Cancellation Policy - Xelsa Health

At Xelsa Health, we value your time and strive to provide the best possible care to all our clients. To ensure fairness and efficiency, we have implemented the following cancellation policy:

Cancellations & Non-Attendance

- If you need to cancel or reschedule your appointment, we kindly ask for at least **24 hours' notice**
- **Cancellations made within 24 hours of the scheduled appointment time or failure to attend will incur a 50% fee of the appointment cost**
- Cancellations made **more than 24 hours in advance will not incur any fees**
- If you need to reschedule your appointment, please notify us as early as possible to secure a new time that suits you

Why Do We Have This Policy?

Late cancellations and non-attendance impact both our practitioners and other clients who may have been in need of an appointment. This policy helps us maintain the highest level of service and ensures that our time is used effectively to care for all clients.

How to Cancel or Reschedule

To cancel or reschedule, please contact us via:

Phone: 0494 331 800

Email: reception@xelsahealth.com.au

Thank you for your understanding and cooperation. We appreciate your commitment to your health and well-being.

Client Full Name: _____

Signature: _____

Date: _____