



Cancellation & Refund Policy – Cate Fox Dietitian

We respect that your time is valuable and we appreciate that you understand that ours is too.

One-on-one consultations

We have a 24-hour cancellation policy for all one-on-one consultations.

We understand that sometimes life gets in the way, so if you need to cancel or reschedule your consultation, we ask that you please provide at least 24 hours' notice so we can make the appointment available to another client. Any cancellations that occur 24-hours or more before the scheduled time are able to be rebooked at no additional cost to the client.

Cancellations within 24 hours and non-attendance attract a 50% cancellation fee, with the exemption of illness and emergencies which are payable within 14 days.

In exceptional circumstances, the Director may have authority to exercise discretion on fee charges.

Courses, programs and products

It is our policy that we do not offer refunds for a change of mind on purchases of any course, program or digital products.

Client name: _____

Client signature _____

Date _____

Reviewed August 2020