

Alexis Smith Nutrition

Terms & Conditions

Appointments

All consultations are held either at your office or home. Appointments are confirmed 24 hours ahead of the scheduled time. I adhere to a 24 hour cancellation policy. If you have missed an appointment without 24 hours' notice, a cancellation fee of 100% of the consultation cost may be charged. A 24 hour period allows me to offer the time to another client.

Distance Consultations

Where possible, an in-person initial consultation is preferable. This allows a full assessment of symptoms and history taking which may include tests and physical examination. When an in-person consultation is not possible, an online consultation can be arranged provided that neither quality of the service nor the safety of the client is compromised.

Payment for online consults will be taken at the commencement.

Please note that distance consultations can not be claimed via private health funds in Australia.

Health Fund Rebates

Health fund rebates are available for consultations depending on the natural medicine allocations of your fund and the type of private cover (for clients based in Australia). Please note that the rebates do not cover costs of nutritional supplements or herbs. Also, please note that distance consultations are not usually refundable via your private health fund.

Payment Methods

Consultations are GST-exempt, however all prescribed supplements and remedies incur GST at 10%. Payments are due at the time of consultation. We accept credit cards (MasterCard and Visa), direct bank deposits and cash payments.

Thank you for your understanding

Alexis