

Oncology Recovery Services Inc.

Terms & Conditions

By booking an appointment for any of our services, you signify that you agree to our Terms & Conditions as set out in this document.

General – all patients please read

Refund and Cancellation Policy:

- We provide no refunds on services that have already been delivered.
- We request the courtesy of at least 24-hours' notice to reschedule or cancel an appointment. This allows adequate time for us to contact clients on our waiting list who need to be seen urgently.
- After two consecutive cancellations a full pre-payment is required in order to reschedule appointments.
- For home visits, payment is charged on a bank card after the service is provided. Please make sure you agree with our policy regarding home visits below.
- If 24 hours or more notice is given, then you are entitled to a full refund or credit for a future booking.
- No shows or no-notice cancellations will be charged 100% of the total booking fee.
- Oncology Recovery Services Inc. reserves the right to refuse service, terminate accounts or cancel bookings in its discretion, if we believe a customer is harmful to our interests or the interest of our therapists, other persons, or entities.

Gift Certificates & Gift Vouchers Refund Policy:

- There are no refunds on used Gift Certificates.
- Gift Certificates cannot be exchanged for money.
- No shows on booked vouchers will result in a 100% cancellation fee.
- Gift Certificates are fully transferable, however we assume no responsibility for stolen or fraudulent gift certificates. It is your responsibility to keep your gift certificate in a safe place.
- Gift certificates are valid to their full-face value for 6 months from the purchase date.

Health Check

- At the time of booking please inform us of any medical conditions that your therapist needs to be aware of, including details of treating specialists.
- In case of any form of contagious illnesses the treatment session needs to be rescheduled.
- We need you to be in line with the current NSW Health COVID 19 guidelines.

Insurance and Liability

- All our therapists are fully qualified, accredited professionals and have liability insurance cover.
- In case you believe you have sustained injuries because of a treatment you received by one of our therapists, please contact us immediately after or during your service for advice and direction.

- Please note that all insurance claims are investigated by a panel of experts before any compensation is awarded. Fraudulent claims will be reported to the authorities.

Important Notice 1: Just like any other business, our policies are under constant review and your feedback helps us to create a fairer set of rules. We reserve the right to make amendments to our terms and conditions at any time, and it may be a good idea to check this page regularly to avoid disappointments.

Home Visit Appointments

- We provide home visit services within Sydney's metropolitan area. In some cases, we may agree to provide services outside of this area, however, additional charges will apply. Although we allow enough travel time between bookings, due to Sydney's ever increasing traffic congestion there can be unavoidable delays beyond our control. Please allow extra time for your appointment as we cannot be held responsible for delays relating to heavy traffic, road accidents and break downs. We will make every effort to contact you to inform you about any delays. Please ensure we have your contact details on file prior to your initial appointment.
- We would take your bank card details before the appointment date and will only charge if the session proceed, after the home visit is finished.
- Please provide clear information and access to parking. Parking fees are to be covered by the client (if free parking is not available). A \$25 surcharge will be applied if the therapist cannot park within 50m of the property.
- Should the patient be cognitively impaired or is unable to communicate, there must be a significant other (family, friend, or carer) present during the treatment.
- If the patient is of non - English speaking background, someone needs to be present to translate or Telephone Interpreter Service to be called 131-450.
- We have zero tolerance for inappropriate behaviour. Please refrain from smoking or using any other substance during your treatment and while your therapist is in attendance. Not complying with this rule will result in refusal of your treatment without refund.

Exercise Appointments Yoga, Pilates, and Hydrotherapy

- All package passes are non-transferable and non-refundable. Some exceptions to single class transfers may apply to specific passes.
- The 1:1 Yoga Package, 1:1 Pilates package and the Hydrotherapy package is valid within 6 months of purchase.
- Repeatedly late cancelling or being absent may result in a reduction of the pack's duration at clinic discretion.
- Classes can be booked over the phone or at the clinic.
- Payments may be made in advance either over the phone, through bank transfer or in person at the clinic.
- Clients must cancel or reschedule their booked classes no less than 24 hours before the scheduled start time. Failing to follow the cancellation policy would result in the forfeiture of credits applied for the class.

Bookings and Payments

- Payment is required at the time of booking. We accept Visa and MasterCard.
- You can book and pay for your appointment over the phone, via bank transfer or at the clinic.
- Please ensure that you are ready for your appointment. Clients that are late for their appointment will receive the remaining scheduled time. If you are running late more than 20 minutes, your booking will be considered as a 'no show' and our Refund and Cancellation Policy will apply.
- Our services are provided to the best of our abilities and like every other service provider, we rely upon employees, contractors, vehicles, weather & traffic conditions, as well as the information and facts you provide.
- We will make all reasonable efforts to deliver the services within the time estimate that we agreed upon. However, we shall not be held liable for any loss or damage suffered because of any unavoidable or reasonable delay in completion due to unforeseeable reasons outlined above.