

Nikaelae Wellness – Cancellation Policy

Effective Date: 25 June 2025

At Nikaelae Wellness, your time and wellbeing are valued. To honor the care and preparation that goes into each session — and to make space for others who may be waiting — we kindly ask for at least 24 hours' notice for cancellations or changes.

◆ Short-Notice Cancellations

Appointments cancelled with less than 24 hours' notice may incur a partial or full session fee, unless the appointment time can be filled.

◆ Missed Appointments

If no notice is provided and the appointment is missed, the full session fee may apply.

◆ Life Happens

We understand that illness, emergencies, and unexpected changes can happen. If something unforeseen arises, please reach out as soon as possible. Open, compassionate communication is always welcomed.

◆ Refunds & Credits

Service credits or refunds are offered at the sole discretion of the practitioner, but will never be withheld without reasonable cause. Each situation is approached with fairness, empathy, and mutual respect.

Thank you for honoring the shared time, energy, and trust that make this work possible.

Changes to This Policy

This policy may be updated occasionally to reflect changes in practice or regulation. The latest version will always be available on our website.

Contact Us

If you have any questions or concerns about this Privacy Policy or how your data is handled, please contact:

Nikaelae Wellness

Email: megan@nikaelaewellness.com.au

Website: <https://www.nikaelaewellness.com.au>

COMPACT VERSION (For Intake/Confirmation Use)

Cancellation Policy Summary

Cancellations require at least 24 hours' notice. Short-notice cancellations may incur a partial or full session fee unless the space can be filled. Missed appointments may be charged in full.

Refunds or service credits are offered at the practitioner's discretion and always with fairness in mind. Please reach out if unexpected circumstances arise — communication is warmly encouraged.

Reviewed Date

Policies at Nikaelae Wellness are reviewed periodically to ensure alignment with best practices, service updates, and the evolving needs of our clients.

This policy was last reviewed on: **Wednesday, 25 June 2025**