

Cancellation & Appointment No Show Policy

You may cancel or reschedule your appointment without any charge up to 24 hours prior to your appointment time. However, for cancellations or rescheduling with less than 24 hours' notice, we reserve the right to charge the full price of the appointment. IV Therapy bookings have a \$50 fee applicable for a late cancellation and/or missed appointment.

Failure to provide any notice will result in being charged the full price of the appointment.

Online Bookings & Pre-payment

All therapy sessions booked online are pre-paid. To purchase a single session, package or special offer, clients can create an account by registering their details, select an item/s for purchase and make a booking. A confirmation email will be sent with the booking details.

The credit card details can be stored to your account for future booking or instore purchases.

Please note a pre-payment is required for any appointment (online or otherwise) on a Public Holiday, when the Centre is open. The cancellation policy noted above still applies.

For the online booking payment, we accept LōKAHI Wellness Gift Cards, Mastercard, AMEX and Visa.

If you would prefer to pay cash, please contact the Centre on 9761 7037 to make your booking with us.

Payment Options

Online: We accept Mastercard, AMEX, Visa and LōKAHI Wellness Gift Cards for online bookings and purchases.

Instore: We accept Mastercard, AMEX, Visa, Cash and EFTPOS as payment options for services and products.

Invoices can be arranged for corporate requirements, NDIS, WorkCover and other instances, with prior arrangement with management required.

PayPal is available for payment of LōKAHI Wellness Gift Cards and Membership monthly or yearly fees. Please request the PayPal purchasing details for a membership from reception, gift card options are available online.

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Membership Cancellations

Membership Cancellations require 30 days notice, in writing. Please email info@lokahiwellness.com.au with your cancellation request. After we have received official notice, please be aware that one more payment may be direct debited from your account prior to the cancellation. Memberships cannot be cancelled within the first initial 3-month period.

Gift Cards

All single session gift cards of our casual priced services are valid for 3 years from date of purchase. Special offers, introductory offers, combination packages are valid for 12 months or as specified on the gift card valid to date displayed. We are not obliged to honor lost gift cards if we do not have a gift card number provided or account history of the purchase.

Pricing

Pricing of our products and services are subject to change. All prices displayed online at checkout are inclusive of GST.

