

**Life-GP service
Booking Policy
(including cancellation)**

By booking an appointment with the Life-GP service, you acknowledge that you have read, understood, and agreed to this Booking Policy, which includes the 'Cancellation and Refund Policy'.

1. Introduction

This Booking Policy governs the use of the on-line services ("Services") provided by Life-GP ("We," "Us," or "Our"). By accessing or using our Services, you agree to be bound by this Booking Policy.

2. Booking Confirmation

All bookings for our online women's health / private GP services are confirmed upon successful payment and receipt of confirmation from Semble.io - our secure, cloud-based, clinical system. Bookings are subject to availability.

3. Cancellation and Refund Policy

The following applies:

- a. Cancellations must be made at least two (2) working days before the scheduled appointment to qualify for a full refund.

- b. Cancellations made within two (2) working days of the scheduled appointment will not be eligible for a refund.

- c. To cancel an appointment, users must follow the cancellation process outlined in the appointment confirmation and reminder emails sent from Life-GP to the client on booking an appointment.

4. Rescheduling

- a. Clients may reschedule their appointments without incurring additional charges if the request is made at least two (2) working days prior to the original appointment.

- b. Rescheduling requests made within two (2) working days of the scheduled appointment may be subject to additional charges at the discretion of Life-GP.

5. Refund Process

The following applies:

- a. Refunds for eligible cancellations will be processed within a reasonable time frame.

- b. Refunds will be issued using the original payment method.

- c. Life-GP reserves the right to withhold refunds for cancellations that do not comply with the specified notice period.

6. No-shows:

- a. Clients who fail to attend a scheduled appointment without providing prior notice will not be eligible for a refund.

- b. Life-GP reserves the right to charge a fee for missed appointments at its discretion.

7. Exceptional Circumstances:

- a. In exceptional circumstances, such as medical emergencies or unforeseen events, the Life-GP may, at its discretion, consider refund requests outside the standard policy.

- b. Clients must contact Life-GP as soon as possible in such cases, providing relevant documentation if required.

8. Communication:

a. All communication regarding cancellations, refunds, and rescheduling should be directed to our customer support team through the contact information provided on our website.

b. It is the responsibility of clients to ensure that their contact information is accurate and up-to-date.

9. Policy Updates:

Life-GP reserves the right to update or modify this Bookings Policy, including the Cancellation and Refund Policy, at any time. Clients will be notified of any changes through Life-GP's website or other communication channels.

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