

Naturopathy Client Agreement – The Wellness Emporium

Updated 15 February 2026

CLIENT AGREEMENT & CONSENT

Contacting the Clinic

Questions between consultations: Queries relating to your treatment are encouraged to be listed and brought up with your practitioner within the consultation environment. This is for their legal and financial protection. General queries can be made by contacting reception via phone, texting is not acceptable.

Non-urgent contact to the clinic will be responded to within 24-48 hours, excluding weekends. If you have not received a response in this time, please feel free to try again as the message may have not been received.

Short phone consults are also available for more detailed queries and are at an additional cost - please see our appointments page.

Billing

You understand that you are financially liable for all treatments rendered and that The Wellness Emporium does not offer refunds on services or products due to the nature of treatment and complexity of the human body, and cannot guarantee results. Any outstanding invoices are required to be paid in full 3 days from invoice date. All additional costs incurred by the clinic to retrieve moneys owing, which may include legal or debt collector fees, will be at your expense.

You acknowledge that all services provided by The Wellness Emporium are **private, self-funded sessions and are payable in full prior to or at the time of the booking**. It is the client's responsibility to check with their insurer or healthcare provider if any reimbursement or claims are possible.

Telehealth Billing

For Telehealth consults all billing is managed online or via our EFTPOS terminal, which are secure and encrypted. At the end of your consult your practitioner will confirm your bill and process your payment. If you have booked online your payment is taken in full for the consult only at the time of booking, any products added will be at an additional cost.

Billing Transaction Fees

Transaction fees apply for payments made to your card on file via our medical software, or via our eftpos machine.

- Payments via Online (medical software) = \$0.30c + 1.75% per transaction
- Payments via Eftpos (Tap – credit function) = 1.4% per transaction
- Payments via Eftpos (insert – sav/chq account) = \$0.30 per transaction

Health Records

I give permission for my health records to be kept on file by The Wellness Emporium, in full confidentiality.

Access to Client Information

At any stage, you are entitled to request access to your personal information held on file, subject to any exceptions under applicable legislation and the practitioner's approval for release. Allow up to **14 business days** for your request to be processed. For a standard file, a processing fee of **\$70 + GST** applies.

Policy Updates

I understand that the agreement may change from time to time and will come into effect when the updated terms and conditions are directly emailed to you or posted to The Wellness Emporium website. My continue use of The Wellness Emporium services indicates that I have read, understood and agreed to the current version of the Agreement. If I do not agree to the terms and conditions of the current agreement, I agree to cease the use of The Wellness Emporium services immediately.

AUTHORISED CONSENT FOR CARD STORAGE

It is a condition of booking with The Wellness Emporium that you provide us with your card details. Card storage and payment processing are done through a secure online system which has bank quality encryption and security.

NATUROPATHY SERVICES AGREEMENT & CONSENT

Professional Guidance

By seeking guidance and advice from The Wellness Emporium, you acknowledge that achieving results requires your commitment to recommended health changes, including nutritional supplementation and tailored herbal remedies. Your results are influenced by your adherence to the prescribed plan. Non-compliance may limit the effectiveness of treatment.

You acknowledge that the Naturopaths of The Wellness Emporium are not medical doctors. The services provided are intended to identify and support underlying causes of signs and symptoms, but do not constitute medical diagnosis or treatment.

All services are limited to consultation on nutritional and naturopathic matters for the maintenance of optimal health. No act performed by The Wellness Emporium constitutes the practice of medicine in Queensland, Australia.

No practitioner or employee of The Wellness Emporium has advised you to disregard advice or treatment from any other healthcare provider.

You acknowledge that practitioners will answer questions and explain treatments to the best of their ability within the consultation environment. Outcomes and side effects cannot be guaranteed, and practitioners cannot anticipate all potential risks or complications.

Lab Test Results

Many of the laboratory tests ordered by our practitioners are complex and play a key role in understanding and managing health conditions. For this reason, lab results will only be reviewed and discussed with your practitioner during an appointment.

Results will not be released prior to this discussion, ensuring you have the full context and guidance to understand your findings.

Medication, Health Conditions, and Supplements

You confirm that you have accurately listed all diagnosed health conditions, medications, and supplements you are currently taking. You agree to inform your practitioner of any changes, including new prescriptions, herbs, vitamins, supplements, injuries, or medical conditions (diagnosed or suspected, including pregnancy). You acknowledge that any change requires a follow-up review appointment with your practitioner, or otherwise consultation with your GP or pharmacist.

Reactions and Risks

You acknowledge that certain remedies (nutritional, herbal, etc.) may carry a risk of reaction due to allergies or other physiological sensitivities. You agree to discontinue any remedy that causes an adverse reaction and contact The Wellness Emporium for guidance. Certain populations (pregnant or lactating individuals, infants, elderly patients, those on multiple medications, or individuals with heart, liver, kidney, or diabetic conditions) may experience additional risks even with gentle therapies.

Indemnity and Limitation of Liability

You expressly assume the risks associated with naturopathic treatment and release The Wellness Emporium, its employees, contractors, and affiliates from any claim for injury, illness, loss, or damage arising from the use or misuse of prescribed treatments or advice.

International Clients and Jurisdiction

You acknowledge that The Wellness Emporium is an Australian-based clinic and its practitioners are registered to practice under Australian regulations.

Services provided to clients outside Australia are offered for educational and general wellness purposes only.

By engaging in services as an international client outside of Australia, you acknowledge that you are choosing to receive services governed by Australian law and professional standards, and accept full responsibility for the application, use, or interpretation of any recommendations, and to seek local medical or healthcare support where required.

You agree that any legal action, dispute, or claim arising in connection with your use of services provided by The Wellness Emporium, its employees, contractors or affiliates will be governed by the laws of Queensland, Australia, and any proceedings must be brought exclusively in a court or tribunal in Queensland.

AI NOTE-TAKING ASSISTANCE CONSENT

At The Wellness Emporium, we use AI-assisted technology to document our consultations with accuracy and efficiency. This system transcribes conversations in real time, ensuring that no recordings are stored. Your informed consent is required for us to use this technology during your sessions.

You have the option to either consent or not consent to the use of AI-powered note-taking. If you choose to consent, rest assured that your information will be handled with the highest level of confidentiality and care. By signing this consent form, you authorise your clinician to utilise AI-powered note-taking during your consultation.

If you choose not to consent, your session will continue as usual without the use of AI-assisted technology.

You may revoke your consent at any time without affecting your status as a patient at The Wellness Emporium.

STRICT CANCELLATION POLICY

As our services and appointment times are in high demand, bookings that Rescheduled or canceled appointments require at least **48 hours prior to your appointment via phone during office hours Monday to Friday 8am-4pm (Monday appointments must be notified by 4pm Friday)**, or online via your cancellation link within your email, to avoid paying our cancellation fee. This will enable us to provide the appointment to other clients in need.

Our cancellation/ reschedule fee for **under 48 hours notice is \$80. Under 24 hours notice and non attendance is 100% of your consultation fee.**

Medicare Rebates, Work Cover and Private Health Fund rebates will not cover the cost incurred for late cancellations or miss appointments.

All additional costs incurred by the clinic to retrieve moneys owing, which may include legal or debt collector fees, will be at your expense. If cancellation occurs on more than one occasion, the clinic may request for full payment at the time of booking.

Cancellation fees are payable at the time of cancellation. Cancellation fees will be charged either online via stored cards or otherwise via payment link.

All appointments are assumed to be confirmed at the time of booking and it is your responsibility to phone our team during office hours 8am-4pm on (07) 55352474 if you wish to cancel or reschedule an appointment. You will receive a reminder only SMS 72 hours prior to your appointment, however these are courtesy reminders only and not to be relied on.

Please note: Full payment or deposits are required at the time of booking to secure your appointment. Payments are **non-refundable**, however they can be **transferred to another appointment** if you need to reschedule **outside of the cancellation period**.

Your credit will remain valid for **12 months** from the original booking date. After this time, the credit will expire and cannot be redeemed.