THE WELLNESS EMPORIUM

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Naturopathy Client Agreement

Updated 1 November 2026

1 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. Due to the nature of treatment and the complexity of the human body, The Wellness Emporium cannot guarantee results and does not offer refunds on services. **Practitioner-only products are individually prescribed and dispensed for you and, for safety and quality reasons, cannot be returned or refunded once dispensed.** 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. None of the above affects your rights under the Australian Consumer Law, for example if a product is faulty.

Payment disputes (chargebacks). If you have a concern about a payment, please contact us first so we can resolve it with you directly. If you dispute or reverse a payment through your bank or card provider (a chargeback) for services or products that have already been provided, the full amount remains owing to The Wellness Emporium, together with any chargeback or dispute fees charged to the clinic. We may provide your bank with appointment and invoice records (not your clinical notes) to respond to the dispute, and may require outstanding amounts to be paid before further bookings are made.

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.

YOUR PRIVACY AND HEALTH RECORDS

The Wellness Emporium collects and holds your personal and health information to provide and coordinate your care. We handle it in line with the Privacy Act 1988 (Cth), the Australian Privacy Principles and our Privacy Policy, available on our website or on request.

Your records are kept securely in our practice management system, Cliniko, and are accessible only to the practitioners and staff involved in your care and in running the clinic. Practitioners at The Wellness Emporium may share relevant information with each other to coordinate your care with your consent.

We will only share your information outside the clinic (for example with your GP, a pathology laboratory or another health provider) with your consent, or where the law requires or permits it.

Access and correction. You can ask to see or correct the information we hold about you at any time, and we will respond within 30 days. Your practitioner may offer a written summary of your records, or go through them with you, and you can still ask for a copy of the records themselves. In the limited circumstances allowed by the Privacy Act (for example, where access would pose a serious threat to someone's health or safety, or would unreasonably affect another person's privacy), we may refuse or limit access, or provide it through an agreed intermediary such as your GP. If so, we will tell you why in writing. An administration fee of $70 + GST will apply to prepare copies of an average-sized file.

Concerns. If you have a privacy concern, contact our Administration team at hello@thewellnessemporium.com.au.

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 continued 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. Any new use of my health information, including any new AI tool, will only begin with my express consent.

AI TOOLS IN OUR SERVICE

We use AI tools to assist our practitioners, including an AI scribe (Heidi) that transcribes consultations to help write clinical notes. No audio recordings are kept. Practitioners may also use AI tools to help summarise results and forms, but only after your name, date of birth, contact details and identifying numbers have been removed. AI only assists: your practitioner reviews everything before it is saved or shared with you, and all clinical decisions are theirs. We handle all information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

If you would prefer we don't use the AI scribe, simply tell your practitioner or reception at any time and they will take notes manually.

2 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.

*Please note our administration team will call prior to your appointment to collect your card details.

3 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

To the extent permitted by law, 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 practise under Australian law and the standards of their professional associations.

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.

4 Strict Cancellation Policy

As our services and appointment times are in high demand, rescheduled or cancelled 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 missed 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.