

GOULDS NATURAL MEDICINE BOOKING POLICIES AND PROCEDURES

In choosing to book online you agree to the following:

IF YOU ARE LOCATED OUTSIDE OF HOBART AUSTRALIA, PLEASE SELECT YOUR TIME ZONE WHEN BOOKING

All online bookings are automatically made in local Hobart time (AEST/AEDT)

If you reside outside of this time zone*, please select your time zone location when booking by finding your time zone in the dropdown menu above the booking calendar. You will then be offered consultation time options in your time zone.

If you are unsure, please contact our reception team (details below) for assistance with booking, or to convert the booking time to your time zone.

We do not take responsibility for incorrect time zone selection when booking - please reach out for help if needed.

****This includes any country outside of Australia, and the following states within Australia: QLD, SA, WA and NT.***

PREPAYMENT FOR APPOINTMENTS

We require prepayments for all appointments (except acupuncture and counselling appointments) by 24 hours prior to the consultation start time.

You may make payment when booking online, or we will contact you for payment 48 hours prior to your appointment.

CANCELLATIONS & REFUNDS

Our cancellation policy comes into effect:

- 48 hours prior to your appointment for The Hawrelak Gut and Microbiome Clinic
- 24 hours prior to your appointment time for all other appointments

APOTHECARY

73 LIVERPOOL ST
HOBART, TAS 7000
P: 03 6234 4223 F: 03 6234 5661
info@gouldsnaturalmedicine.com.au

CLINIC

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HOBART, TAS 7000
P: 03 6234 4223 F: 03 6234 5661
info@gouldsnaturalmedicine.com.au

HERB FARM

136 MAUDSLEYS RD
ALLENS RIVULET, TAS 7150
P: 03 6239 6356 F: 03 6234 5661
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If a consultation is cancelled after the time frames listed above, or if you do not turn up for your appointment, the full consultation fee is payable as a cancellation fee for the missed appointment.

If you have prepaid for your consultation, and you wish to cancel or reschedule, the fee is fully refundable until the times listed above. Please contact our reception team to arrange a refund.

CENTRELINK-ISSUED LOW INCOME HEALTH CARE CARD HOLDERS

If you hold a Centrelink-issued low-income health care card you may be eligible for a 20% discount on naturopathic and counselling appointments, and a 10% discount on Acupuncture appointments.

This is not available when booking online. Please contact our reception team to book your appointment over the phone if you wish to receive the health care card discount.

INTERNATIONAL PRICING

For patients residing outside of Australia, international services attract an additional surcharge. This surcharge covers increased expenses incurred by reception, management and practitioners when working with international patients.

Please ensure you book an international appointment option if one is available, or contact our reception team for assistance.

AUD

All fees are listed in Australian dollars (AUD).

FEE EXCLUSIONS

For naturopathy and nutritionist appointments, the fee paid does not include the cost of prescribed herbal scripts and supplements or further testing (these are an additional cost and will be discussed with you during your appointment, if required).

FEE INCREASES

Our prices are subject to change without notice, and all consultation fees are increased at the beginning of each new calendar year.

The fee you pay at the time of booking is current at that time and is subject to change.

We will contact you to let you know if the fee changes between the time of booking and the time of

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your appointment, to check that you would still like to go ahead with the appointment, and to take payment for the fee difference.

COVID-19 AND OTHER COLD/FLU SYMPTOMS

Please do not book an in-person appointment if you have COVID-19 or if you are suffering from cold or flu symptoms, however mild. Instead, book a telehealth appointment if available, or contact our reception team to discuss your needs.

Goulds Natural Medicine Reception contact details:

info@gouldsnaturalmedicine.com.au

+61 3 6234 4223 (option 1)

Updated: 17th July 2024

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