



**PRECISION**  
HEALTH COACHING  
— a precisely healthier you —

Precision Health Coaching (ABN: 50 771 305 329)

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## **Health and Wellness Coaching – Cancellation and Refund Policy**

This policy applies to all Health and Wellness Coaching (and associated) services available on the website: <https://precisionhealthcoaching.au>

Precision Health Coaching (PHC)'s Health and Wellness Coaching provides access to experts and resources for the purposes of education, health and precision healthcare.

This policy comprises two parts:

- 1) Health and Wellness Coaching services (individual or group-based) and
- 2) Subscription-based access to our Virtual Health Assistant (ph360/Shea™).

### **Cancellation and refunds of Health and Wellness Coaching services**

Please note your business is greatly valued and your cooperation is appreciated. By scheduling an [appointment](#), we are making a commitment to you to guarantee your appointment time and refusing all other requests once you have made the appointment. By making the appointment booking, you agree that you have read and accept these terms.

#### **Accordingly:**

- Missed or no-show appointments will result in you being charged the full amount of the coaching session booked.
- Clients that arrive late for an appointment will not receive the full session time. Full payment is required.
- Emergency cancellations are determined by the coach's discretion.

#### **If you need to cancel or reschedule**

Please call [\(08\) 9403 6433](tel:0894036433) or email [admin@hillaryschiropractic.com.au](mailto:admin@hillaryschiropractic.com.au) a minimum of twenty-four (24) hours prior to your scheduled appointment to cancel or reschedule.

PHC reserves the right to modify, suspend or terminate services as per the terms of the Service Agreement. Furthermore, PHC will never share your personal information with third parties without your consent. More information: <https://precisionhealthcoaching.au/about/legal/>

Thank you for your understanding in this matter.



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Initial Here:

## **Cancellation and refunds of PHA's ph360 / Shae (Virtual Health Assistant)**

PHC is an affiliate partner and authorised reseller of Precision Health Alliance (PHA)'s ph360 / Shae™ platform licences. Licences are only valid for a specified time from activation.



Once activated, clients can enable coach's access to their ph360 / Shae™ profile in order to customise the precision health coaching experience.

All client information added to this platform is done entirely at the risk of the client, and PHA nor Precision Health Coaching are not liable for any injury, loss or damage that may inadvertently occur as a result of utilising the platform (including cyberterrorism). Information (data) added by clients or calculated by Shae™ is utilised for the purpose of precision health service delivery to the client. ph360 Privacy Policy: <https://ph360.me/privacy-policy/>

Should you wish to cancel your virtual health assistant (Shae™) internet-based subscription at any time, ph360 offers clients who have followed ph360 / Shae™ recommendations for 30 days a full refund and remaining annual access to the platform. Further information here: <https://ph360.me/market-place/>

All purchases, refunds, transfers, and reimbursements are at the discretion of ph360. <https://ph360.me/payments-refunds/>



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