

Payment and Billing Policy

The Savage Self-Care Coach

Effective date: 1 February 2026

Purpose

This policy outlines payment and billing practices for services provided by The Savage Self-Care Coach. It is designed to ensure transparency, ethical practice, and compliance with professional guidelines and Australian law.

Scope

This policy applies to all services offered by The Savage Self-Care Coach, including:

- one-on-one clinical nutrition consultations
- return consultations
- group programs and workshops
- digital educational resources

Payment for Clinical Nutrition Consultations

Payment for clinical nutrition consultations and return consultations is made on an incremental, per-consultation basis. Payment is required prior to each scheduled consultation.

Pre-payment for multiple future clinical consultations is not required and is not the default payment method, in accordance with professional guidelines and ethical practice standards.

Payment for Non-Clinical Services

Advance payment may be required for non-clinical services, including group programs, workshops, and digital educational resources.

Any advance payment for non-clinical services is:

- voluntary
- free from financial incentives or discounts
- clearly communicated prior to purchase

Access to non-clinical services is provided only once payment has been received.

Advance Payments and Trust

Where advance payment is made for an agreed future service payments are managed transparently and applied only to the specified service.

Billing Methods

Payments are processed electronically using secure online payment systems. Accepted payment methods and pricing are communicated to clients prior to engagement.

Refunds and Cancellations

Refunds and cancellation terms are governed by the Cancellation and Refund Policy and are applied in accordance with Australian Consumer Law.

Jurisdiction and Applicable Law

All payment and billing practices are governed by Australian law, including the Australian Consumer Law, regardless of client location. International clients are informed that Australian legal standards apply to all transactions.

Policy Review

This policy is reviewed periodically to ensure ongoing compliance with professional standards, regulatory requirements, and business operations. The most current version is available to clients upon request.