



WATKINS
THERAPY
GROUP

Watkins Therapy Group November 2024 Telehealth Promotion Terms and Conditions

1. Promotion Overview

This promotional offer is provided by Watkins Therapy Group (WTG) **ABN: 37 826 814 954** and is valid for a limited time only. Promotion starts 8/11/2024 and ends at midnight 30/11/24. The promotion offers a **20% discount on Individual Telehealth** (online or phone) therapy appointments with select interstate therapists. The offer is available exclusively for appointments made with therapists **Cayetana, Frederick, and Syann**.

2. Promotion Period

The promotion is valid for bookings made, paid for and attended until **30th November 2024**. After this period, the promotion will end, and standard pricing will apply to all services.

3. Eligibility

This promotion is available to new and existing clients of WTG. Clients are eligible to participate if they:

- Book an **Individual 50-minute Telehealth session** (online or phone) with a participating therapist (Cayetana, Frederick, or Syann).
- Use the discount code **TELE20** during the booking process via the online booking portal.

4. Discount Details

- The **20% discount** applies only to **Individual Telehealth appointments** (phone or online) with therapists **Cayetana, Frederick, and Syann**.

- This discount **does not apply** to **NDIS, Express, Couples, or Art-Based Therapy** sessions.
- The discount code **TELE20** must be entered at the time of booking for the discount to be applied. Discounts cannot be applied after a booking has been confirmed or at the time of the appointment.

5. Bookings and Appointments

- The **20% discount** is only available for appointments made, paid and attended within the promotion period (8th November to 30th November 2024).
- Clients must book their appointment and attend the session within the promotion period to receive the discount.
- If a session is rescheduled or missed outside the promotion period, the discount will no longer apply.

6. Payment and Pricing

- The discount is applied **only at the time of booking** through the online booking portal.
- The standard fee will apply if the discount code is not used during the booking process.

7. Booking Process

To redeem the discount, clients must:

1. Select an eligible therapist (**Cayetana, Frederick, or Syann**) and book a 50-minute Individual Telehealth appointment.
2. Enter the code **TELE20** at checkout on the online booking portal to apply the discount.
3. Complete the payment and confirm the booking.

8. Cancellation and Rescheduling Policy

- Our standard cancellation and rescheduling policy still applies during this promotion.
- Cancellations or reschedules made with 48 hours or more notice will incur no fee.
- Cancellations or reschedules made within 48 hours of the appointment will incur a \$55 fee.
- Cancellations or reschedules made on the day of the appointment will incur the full session fee.
- No shows or failure to attend a scheduled session without prior notice will result in the full session fee being charged.

9. General Conditions

- This offer is subject to availability and may be withdrawn or modified at any time without notice.
- WTG reserves the right to cancel or reject any booking that does not comply with the promotion's terms and conditions.
- WTG is not responsible for any technical issues or errors that may occur during the booking process.
- Clients must ensure they have provided accurate information when booking and attending their session. Any discrepancies or errors in the booking may result in the cancellation of the discount.
- Fair use policies apply.

10. Contact and Support

If you have any questions about this promotion or need assistance with booking, please contact us at admin@watkinstherapygroup.com.au or call **(03) 8765 2477**.

11. Disclaimer

- By participating in this promotion, clients agree to these Terms and Conditions.
- WTG reserves the right to update or change these Terms and Conditions at any time, and all updates will be communicated via the relevant avenues.

12. Legal Jurisdiction

This promotion and these Terms and Conditions are governed by Australian Consumer Laws and relevant counselling governing bodies. Any disputes arising in connection with this promotion will be subject to the exclusive jurisdiction of the courts in Australia.