

By using the CLHA's appointment booking system, you agree to the following terms and conditions.

1. Accurate Information

You are responsible for providing complete and accurate contact information when booking your appointment.

2. Appointment Confirmation

Your appointment is not confirmed until you receive a confirmation email from the CLHA.

3. Changes and Cancellations

If you are unable to attend, please cancel or reschedule your appointment as soon as possible to allow the time to be offered to others.

4. Late Arrivals

If you arrive late, your appointment may be shortened or rescheduled depending on staff availability.

5. Who May Attend

Appointments are intended for the individual who made the booking. If you require another person to attend with you, such as a support person or interpreter, please contact the CLHA in advance.

6. Required Documentation

Please bring any documents or identification requested in your appointment confirmation. Failure to do so may affect our ability to assist you.

7. Privacy

Personal information collected through the booking system will be used to schedule and manage your appointment and will be handled in accordance with applicable privacy legislation and the CLHA's Privacy Policy.

8. Changes by the CLHA

The CLHA reserves the right to reschedule or cancel appointments due to unforeseen circumstances. If this occurs, we will contact you as soon as possible.

9. Service Availability

Booking an appointment does not guarantee a particular outcome or decision. Services will be provided in accordance with applicable legislation and the CLHA's policies and procedures.

10. Acceptance

By submitting your appointment request, you acknowledge that you have read and agree to these terms and conditions.

The CLHA reserves the right to refuse or terminate an appointment if an individual engages in inappropriate, abusive, threatening, or discriminatory behaviour. The CLHA is committed to providing a safe and respectful environment for employees, registrants, applicants, and visitors.