

Booking Policy.

Effective date: March 2025

This Booking Policy applies to all bookings made with Nurture by Nature (“we/us/our”), including classes, courses, and consultations listed on our Book Online page.

What can be booked

We currently offer:

Classes (e.g., Antenatal Breastfeeding Class; Introduction to Solids Class – 90 minutes).

Courses (e.g., Baby Massage Course – weekly sessions over 5 weeks).

Consultations (in-hospital, in-room/outpatient, and home visits).

How booking works (online vs. by arrangement)

Online bookings (pre-paid):

Most classes and courses are booked online and are only confirmed once payment has been successfully processed. (Example pricing shown on the service pages)

Consultation bookings (medical-aid rate structure):

Some consultations are booked/managed via email (especially in-hospital), and are billed according to time-based medical aid rates (details below).

Fees and payment rules

Classes (Antenatal & Solids)

Payment: Full payment is required at the time of booking to secure your spot.

Pricing: As listed on the booking page at time of booking.

Baby Massage Course

Payment: Full payment is required to reserve your place, unless otherwise stated at checkout.

Structure: Weekly sessions (60–90 minutes) over 5 weeks (as described on the service page).

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Consultations (Medical aid / private pay)

In-hospital consultations

Charged at medical aid rates based on the time spent.

Many medical aids (including Discovery, as noted) may cover the consult while you are admitted; where covered, we claim directly from your medical aid.

If your medical aid does not cover the consultation, payment is due directly to the practice, and you may submit to your medical aid for reimbursement.

Available at Netcare Park Lane Hospital and Mediclinic Sandton (as stated).

In-room (outpatient) consultations

Billed at medical aid rates based on time spent.

Payment is made directly to the practice after your consultation, and you may submit your invoice to your medical aid for reimbursement.

Home visits

Billed on a time-based structure, with a listed "from" rate shown on the booking page.

Home visits are available within a 12 km radius of Park Lane Hospital or Sandton Mediclinic; visits beyond that are billed at R 25.00 per km in addition to the consultation fee.

Payment is made directly to the practice after your consultation, and you may submit the invoice to your medical aid for reimbursement.

Important (medical aid): You are responsible for confirming your benefits and reimbursement rules with your medical aid. We cannot guarantee coverage or payout.

Rescheduling, cancellations, and refunds (bookings)

Client cancellations/rescheduling (classes & courses)

Because class/course spaces are limited to reschedule / cancel with notice: if you give at least 48 hours' notice, we will offer either: a once-off transfer to the next available session/course intake (subject to availability), or a credit note valid for 3 months (class/course bookings only).

Late cancellations (under 48 hours) / no-shows: The booking is typically forfeited (no refund), as the space cannot be reliably filled at short notice.

Transfers: You may transfer your spot to another parent (friend/family) with written notice to us before the session starts (so we can update attendance and contact details).

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If we need to cancel or move your booking

We may occasionally need to reschedule due to therapist availability, hospital demands, illness, or unforeseen circumstances. If we cancel you may choose a rescheduled date, or receive a refund (for prepaid classes/courses), or a credit if you prefer.

Late arrivals

If you arrive late, your session may be shortened to respect the next booking.

The full fee may still apply (especially for consultations where a time slot has been reserved).

Where sessions take place

Locations are listed on each service page and in your booking confirmation. Certain consults are offered at Park Lane and/or Mediclinic Sandton, and home visits are at your address (within service areas).

Communication and reminders

Booking confirmations and updates are sent via email (and/or WhatsApp where applicable). Please ensure your contact details are correct at checkout/booking.

Invoices and documentation

Where applicable (especially medical aid claims), we can provide an invoice/statement for your records. Submission and reimbursement remain your responsibility unless we explicitly confirm we will claim directly (primarily for eligible in-hospital cases).

Contact us (bookings, changes, questions)

Email: nurturebynaturelc@gmail.com

Phone: 076 717 2039