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## **Guarantee and Reimbursement**

At the Bluenose Health Primary Care Clinic, we care about your health. That is why we are honoured to offer you a fast and accessible service for your health. You will therefore have access to a health professional who will take care of you on a timely basis.

### **Subscription Refund**

Subscriptions are paid per month and are payable by credit card and are not refundable at any time when the billing cycle has already begun. For example, if your cycle is from June 21 to July 21, and you request a refund on July 4, we will not refund the current month, but rather cancel subsequently automatic renewals.

### **Visit Refund**

We issue refunds for medical visits that are requested within 24 hours of the visit date and time. Please note that if you are late for the visit or did not show up, these appointments will not be refunded. You may reschedule your appointment at any time at no charge as long as the request is made within 24 hours of the appointment time. To change an appointment time or for any refund requests, please email us at [contact@bluenosehealth.com](mailto:contact@bluenosehealth.com)

Please note that we do not issue refund if you are not satisfied with the clinical decision made by one of our health care professionals or if your type of condition is not managed by our nurse practitioners and does not meet our terms and conditions.

### **Subscription cancellation**

Subscriptions that are in arrears will be automatically suspended and cancelled within 24 hours of non-payment of the invoice.