



CANCELLATION POLICY

We do require 24 hours' notice for the cancellation of an appointment.

If notice is less than 24 hours, or you do not attend, the full amount is due.

- As a courtesy, we send both appointment confirmations and reminders to email addresses provided, by patients. this is in addition to the more traditional appointment cards.
- Your 'Confirmation of appointment' email contains a direct link to cancel the appointment, (Provided it the booking was more than 24 hours previously)
- The cancellation link will not work if the appointment is within 24 hours.
- If you cancel an appointment that is within 24 hours, please phone reception on 01293 562601/01293 40011. We often have patients on a 'wait list' who will gladly take an appointment that becomes available.
- **Emergencies**
In the event of an unavoidable emergency, you may be able to apply all or part of your cancellation fee to a future appointment.

NB All of our Practitioners are self-employed.

Cancellations at short notice, or appointments that are 'forgotten, or missed do not allow the appointment to be available. This impacts the practitioner directly.