Appointment Cancellation & Refund Policy

24 hours' notice | November 2026

We reserve dedicated appointment time for each patient. Late cancellations and missed appointments can affect the practitioner, reception team, the Centre and other patients who might otherwise have been seen. The Centre continues to meet staffing and running costs even when an appointment goes unused.

1. Cancelling or rearranging

Please give at least 24 hours' notice if you need to cancel or rearrange an appointment. No late-cancellation charge applies where sufficient notice is given. You may use the cancellation link in your booking confirmation, where available, or contact reception. Within 24 hours of your appointment, please telephone the Centre directly.

2. Less than 24 hours' notice

If you cancel or rearrange with less than 24 hours' notice, we may charge up to 100% of the appointment fee where this is reasonable in light of the loss incurred. We consider the circumstances, including whether the appointment can be filled by another patient and any costs avoided. We will not charge more than is reasonable in the circumstances.

3. Missed appointments

If you do not attend without notifying us, a charge of up to the full appointment fee may apply, subject to the same assessment of reasonable loss. Repeated missed appointments or late cancellations may result in advance payment being required for future bookings.

4. Emergencies

We understand that sudden illness, emergencies or other unavoidable circumstances occur. Please contact reception as soon as reasonably possible. We will consider exceptional circumstances individually and may reduce or waive a charge.

5. Advance payments and refunds

If a refund is due, it will normally be issued to the original payment method. For an eligible patient-requested refund, an administration deduction of up to £2 may apply only where clearly disclosed before payment, permitted by law, and supported by reasonable unrecovered processing and administration costs. It will not apply where the Centre cancels, a full refund is legally required, or it would duplicate recovery of the same loss. Where practicable, a prepaid amount may instead be transferred to a rearranged appointment.

6. Private medical insurance

Insurers, including BUPA, may not cover missed-appointment or late-cancellation charges. Where a reasonable charge is payable under this policy but not covered by the insurer, the patient may be responsible. Please ensure any required authorisation and cover details have been confirmed before treatment.

7. If the Centre cancels

If the Centre or practitioner needs to cancel, we will contact you as soon as reasonably possible and offer an alternative where available. If you have prepaid and an alternative is not acceptable, you will receive a full refund for the cancelled appointment without an administration deduction.

8. Confirmations and reminders

Appointment confirmations and reminders may be sent as a courtesy according to the contact details and communication preferences held. Not receiving a reminder does not, by itself, remove a cancellation obligation that was clearly communicated and agreed at booking.

9. Questions and disputes

Please contact reception if you believe a charge is incorrect or want us to consider particular circumstances. We will review the matter fairly and explain the outcome. This policy does not affect your statutory rights.

Contact and visiting information

The Richards' Centre | The Annexe, 67 Three Bridges Road, Crawley, West Sussex RH10 1JJ
Telephone: 01293 562601 | Email: info@therichardscentre.co.uk
Website: www.therichardscentre.co.uk

Limited on-site parking is available during your appointment. Please allow sufficient time to park and arrive promptly.