

Cancellation policy

We respect that your time is valuable and we appreciate that you understand ours is too. If appointments are cancelled or rescheduled at short notice, or if you do not attend an appointment, this means we are unable to re-use that time to support other patients.

If you know that you are going to be unable to attend an appointment that you have booked we would appreciate you giving us as much notice as possible. We're pleased to cancel and re-schedule any appointments at any time, without any penalty or administration fees, up to 24 hours before your appointment.

We understand that on occasion a short-notice cancellation may be unavoidable and if it is possible to reschedule your appointment without causing issues for our clinic operations or for other patients, we will try to do so. However, because it is often very difficult to re-book an appointment slot within less than 24 hours, we do have a 24 hour cancellation policy.

In the event that you cancel or reschedule your appointment within 24 hours of your appointment time you will incur a 50% cancellation levy, and within 12 hours of your appointment time this will incur a 100% cancellation levy, as we'll generally be unable to re-use the time to support other patients.

In some cases we do ask for payment in advance for appointments and this is non-refundable in the event of short-notice cancellation or rescheduling, or non-attendance.

If you are aware you may be late for your appointment, please contact our patientcare team on 01926 801111 at the earliest opportunity and every effort will be made to accommodate you.

We'll always do all we can to help, although regretfully we cannot guarantee to be able to complete your appointment if you do not arrive on time.

If you arrive late for an assessment or treatment, we may still be able to complete part of the it, although any support provided is at the discretion of the doctor or therapist on the day.

Cancellation policy summary

- Please let us know as quickly as possible if you are running late
- You can cancel or re-schedule at any time up to 24 hours before your appointment
- A 50% cancellation levy applies to cancellations made within 24 hours of your appointment
- A 100% cancellation levy applies to missed appointments or late cancellations within 12 hours of your appointment time
- Regretfully, appointments may not be completed if you do not arrive on time

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