

# Appointment Cancellation and Non-Attendance Policy

## Cancellation Policy

Cancellation, non-attendance or partial attendance of an appointment are collectively referred to as 'Cancellation' in this Cancellation Policy.

Whilst we understand that unplanned issues do arise which may necessitate cancellation of a scheduled appointment, we ask that you notify the clinic in line with the cancellation periods outlined below, so that your appointment time may be offered to another client in need of the service.

In line with Ramsay policies and procedures, the clinic's cancellation fees are as follows:

- **Partial attendance:** Full appointment fee
- **0-24 hours' notice of cancellation:** Full appointment fee
- **24-48 hours' notice of cancellation:** 50% of appointment fee
- **>48 hours' notice of cancellation:** No cancellation fee

The clinic will not accept future bookings from a client until any outstanding cancellation fee is paid in full. The clinic may waive the cancellation fee if special or exceptional circumstances apply as determined at the sole discretion of the clinic.

## Upfront Payment

In the event of previous cancellation by the client, the clinic reserves the right to request upfront payment in full before accepting a future booking by the client.

The clinic reserves the right to request upfront payment in full from any new or existing client at the sole discretion of the clinic.

## Cancellation by the Clinic

In the event of cancellation by the clinic, you will be offered an appointment with a substitute practitioner when available.

## Unconfirmed Appointments

All appointments must be confirmed within 48 hours of the scheduled appointment. The clinic will send two SMS reminders of the appointment time. If a response has not been received and the clinic has not been able to make contact with you to confirm your attendance, the clinic reserves the right to cancel the appointment. An SMS will be sent advising that the appointment has been cancelled.

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