

# Appointment Terms & Conditions

Please read the following information regarding cancellations and missed appointments. These terms help us manage our diary fairly and ensure appointments remain available for all patients.

## 1. Appointment Reminders

- Reminder emails/texts are provided as a courtesy only.
- It remains the patient's responsibility to remember their appointment time, even if a reminder is not received.

## 2. Short-Notice Cancellations

- We kindly ask for at least 24 hours' notice if you need to cancel or reschedule your appointment.
- Cancellations made with less than 24 hours' notice may incur a short-notice cancellation fee, as we are unlikely to fill the appointment at such short notice.
- Repeated short-notice cancellations may result in limited booking options or refusal of future appointments.

## 3. Failure to Attend (FTA) / Missed Appointments

- If you do not attend your appointment and have not contacted us to cancel, this will be recorded as a Failure to Attend (FTA).
- FTAs may incur a full appointment fee charge.
- Multiple FTAs may lead to restrictions on future bookings.

## 4. Charges

- Any applicable charges for short-notice cancellations or FTAs must be settled before further appointments can be booked.
- Charges are set to cover the cost of the reserved clinical time and are not punitive.

## 5. How to Cancel

- You can cancel by phone, email, text or WhatsApp.
- Please ensure you receive confirmation of your cancellation.

## 6. Exceptional Circumstances

- We understand that emergencies and unforeseen events happen.
- If you believe your situation should be considered under exceptional circumstances, please contact us as soon as possible so we can review your case.