

Cancellation policy

My aim is to provide quality treatment in a professional and timely manner. In order to do this, it is important for me to utilize every appointment space. I must, therefore, avoid time-wasting by having to chase 'no-shows' and those who arrive late. As with every business, I have overheads which must be paid.

If you are unable to attend your appointment

Please send a text message to **07624 407208** as soon as you are able. Please DO NOT send last-minute cancellations by email as I may not receive them in time. You may send a substitute person if you wish, but do let me know beforehand.

If you running late for your appointment:

You will be charged from the booked start time of your appointment. A courtesy text to **07624 407208** would be appreciated. Please try to arrive 15 minutes before your booked appointment time.

If you cancel an appointment at less than 2 days' notice:

- **New Patients:**

You will be invoiced half the total fee, i.e. £70

- **Follow-ups:**

You will be invoiced £35

Less than 24 hours' notice:

- **New Patients:**

You will be invoiced the **full** fee (i.e. £140)

- **Follow-ups:**

You will be invoiced £70

PLEASE NOTE: An automatic administration fee of £30 will also be added for those who have not paid the late cancellation fee within one week of their missed or cancelled appointment.

Thank you