

Cancellation Policy

If you need to reschedule or cancel an appointment, please give us at least 24 hours notice, or the following fees will apply.

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| Cancellations, more than 24 hours notice | No fee |
| Cancellations, less than 24 hours notice | 50% of your visit fee |
| Missed Appointment | 100% of your visit fee |

These fees are not covered by Private Health or DVA; they are your responsibility; and become due immediately.

As a courtesy to you, we may send you a SMS reminder prior to your appointment. This may occur up to 3 days before your scheduled appointment. However, this is a courtesy service only and should there be technical difficulties this will not occur. As such, it remains your responsibility to attend sessions and the absence of a SMS reminder will not lead to cancellation fees being waived.

We understand that sometimes you may be unable to keep an appointment because of sudden illness or an unexpected personal emergency. If this happens to you, please contact us as soon as possible to explain the situation.

A late cancelled or missed appointment is a loss to three people

- The patient who is delaying their own progress.
- Another patient who has been sitting on the waiting list needing help.
- The Chiropractor who has allocated this time for you.