



## Missed appointment and cancellation policy

All fees are to be paid on the day of consultation. For your convenience we have hicaps and eftpos facilities available for you to be able to claim your private health fund rebate on the spot. We also have direct deposit options available.

Whilst know life gets busy, and sometimes things come up unexpectedly, to help us keep the clinic running smoothly and make sure all our patients can get the care they need, we implement our missed appointment policy.

**We require a minimum notice of 24 hours to cancel or reschedule appointments to avoid a \$30 cancellation fee. This includes any missed appointments.**

This helps us:

- Offer your spot to another patient who may be waiting
- Keep our clinic hours manageable and avoid extended hours (to accomodate those who couldn't previously book in)
- Plan our team's staffing schedule efficiently

We understand that unexpected things happen, and while we'll always do our best to accommodate you, this policy is in place to help everything run smoothly for everyone.

Thank you so much for your understanding and for helping us care for our community!