

Cancellation, Late Attendance & Missed Appointments Policy

This policy is in place to ensure fair access to appointments for all patients and to allow the clinic to operate efficiently.

Notice Period

If you need to cancel or reschedule your appointment, please provide at least **24 hours' notice prior to your scheduled appointment time**.

Appointments may be cancelled or rearranged via:

- Telephone
- Email
- The online booking system

Providing sufficient notice allows the appointment time to be offered to another patient who may require care.

Late Cancellations

Cancellations made with less than 24 hours' notice will normally incur a fee equal to the full cost of the scheduled appointment.

Missed Appointments

Failure to attend a scheduled appointment without prior notice will normally result in the full appointment fee being charged.

Late Attendance

If you arrive late for your appointment:

- Your session may need to be shortened to avoid delaying subsequent patients.
- The full appointment fee will still apply.
- If you arrive significantly late, the appointment may need to be rescheduled and treated as a late cancellation.

This ensures fairness to all patients and maintains the quality of care provided.

Exceptional Circumstances


It is understood that genuine emergencies and unforeseen circumstances can arise. In exceptional situations, cancellation fees may be waived at the practitioner's discretion.

Outstanding Fees

Any outstanding cancellation or missed appointment fees must be settled before further appointments can be booked.

Thank you for your understanding and cooperation. This policy helps ensure that appointment times are used effectively and remain available to those who need them.

If you have any questions regarding this policy, please contact:

 **07954 656770**

 thepotterpractice@outlook.com