**APPOINTMENT CONFIRMATION & CANCELLATION POLICIES**

Effective from the 1st January 2025

**APPOINTMENT CANCELLATION POLICY**

\* Please note this applies to all GPs & all therapists.

All appointment cancellations are required to be made a **minimum of 24 hrs** prior to your appointment to avoid the **full consultation fee**. ie: If your appointment is scheduled on a Monday, notice to cancel is required by 5pm Thursday of the week prior. This includes “No Shows”. No future appointments shall be made until the cancellation fee has been paid.

**SMS REMINDER POLICY**

A reminder text message will be sent to you 3 days prior to your appointment. Please reply to confirm your appointment or call Reception to reschedule. **Failure to reply prior 24 hours**  **in advance of your appointment will result in your appointment being cancelled** and offered to patients on our waiting list. No future appointments shall be made until the cancellation fee has been paid

All patients without mobile phones will be contacted on their landline.