



Cancellation Policy

Our goal is to provide quality health care to all our patients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our practitioners, but other patients as well. As such, we require at least 24 hours notice for canceled appointments, and if we are unable to fill a late canceled or missed appointment you will be charged \$44 to cover the cost.

When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. In order to be respectful of your fellow patients, please call or text 0405 572 463 as soon as you know you will not be able to make your appointment. Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

A cancellation is considered late when the appointment is canceled less than 24 hours before the appointed time. A no-show is when a patient misses an appointment without canceling. In either case, we will charge the patient a \$44 missed appointment fee.

If you are more than 15 minutes late for your appointment, we may not be able to accommodate you. In this case, the same cancellation fee will apply. We will do our best to reschedule your appointment for another time that is convenient to you.