



Lifelong Podiatry – Appointment Cancellation Policy

At Lifelong Podiatry, we are committed to providing high-quality care to all our patients. To ensure we can offer timely appointments and respect the time of both our practitioners and clients, we have implemented the following cancellation policy:

Cancellations & Rescheduling

- **Minimum Notice Required:** We kindly ask that you provide at least **24 hours' notice** if you need to cancel or reschedule your appointment.
- **How to Cancel:** You can cancel by calling our clinic on 0477 777 262, emailing us at chloe@lifelongpodiatry.com, or using our online booking system.

Late Cancellations & Missed Appointments

- **Late Cancellation Fee:** If you cancel your appointment with **less than 24 hours' notice**, a **late cancellation fee of \$50** may apply.
- **Missed Appointment Fee:** If you do not attend your appointment and do not provide any notice, a **non-attendance fee of \$50** may apply.

Please note: These fees are not covered by Medicare, private health funds, or NDIS.

Your Rights Under Victorian Law

We understand that emergencies and unexpected situations occur. In accordance with the **Australian Consumer Law and Victorian Health Complaints Act 2016**, Lifelong Podiatry is committed to being fair and reasonable. If you have special circumstances (e.g., medical emergencies, compassionate reasons), we may waive the fee at our discretion.

We do not charge fees in a way that is unfair, misleading, or exploitative. If you have concerns about your rights as a patient, you can contact the **Health Complaints Commissioner (HCC) Victoria** at <https://hcc.vic.gov.au>.

Why This Policy Exists

Late cancellations and missed appointments reduce availability for other patients in need. This policy helps us run efficiently and respectfully.

Thank you for your understanding and cooperation.

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Chloe Pilcher

Director, Lifelong Podiatry