

Comprehensive Cancellation, Rescheduling, and Late Policy

At PharmaHead Clinics, we are committed to delivering exceptional services to all our customers. To ensure fairness, efficiency, and the availability of appointments, we have implemented the following Cancellation, Rescheduling, and Late Policy. This policy is designed to address common scenarios, support both the practice and our customers, and adhere to the Consumer Rights Act 2015.

Our policy is guided by key legal principles, including:

- **Fairness and Reasonableness:** Fees for cancellations, no-shows, or rescheduling are designed to reflect the actual losses incurred by the practice, ensuring compliance with the Consumer Rights Act 2015.
- **Transparency:** All terms, including cancellation and rescheduling charges, are clearly communicated to customers at the time of booking.
- **Efforts to Mitigate Losses:** We take reasonable steps to minimise the financial impact of missed or cancelled appointments by attempting to rebook time slots with other customers wherever possible.
- **Discretion and Flexibility:** We aim to handle unforeseen circumstances with fairness, offering customers opportunities to explain their reasons for cancellations or lateness and exercising discretion where appropriate.
- **Complaints and Disputes:** Our clear complaints process ensures customers can raise concerns or disputes and have them reviewed in line with consumer protection laws.

1. Cancellations

We understand that situations may arise where you need to cancel your appointment. To minimise disruption and ensure fairness, the following guidelines apply:

- **Notice Period:**
 - Cancellations must be made at least **24 hours prior** to the scheduled appointment time. This notice allows us to reallocate your slot to another customer, ensuring optimal availability for all.
- **Late Cancellations:**
 - Cancellations made with less than 24 hours' notice will incur a fee of **50% of the service fee**, which covers:
 - Costs incurred for preparing your appointment, such as procuring blood test kits, special equipment, and sanitation services.
 - Operational inefficiencies and lost availability for other customers.
- **Payment and Invoicing:**
 - Late cancellation fees will either be invoiced directly or charged automatically through our secure online booking and payment system, depending on the payment method selected during booking.
- **Cancellation Form Requirement:**
 - Customers are requested to complete a short form outlining the reason for their cancellation. This form helps us understand the cause of

cancellations and assess how we can provide further support or accommodations where appropriate.

- **How to Cancel:**
 - Customers can cancel appointments via email, telephone, or through our online booking system. For cancellations made outside of business hours, a **WhatsApp message is recommended**.

2. Cancellations or Rescheduling Initiated by the Practice

In rare circumstances, the practice may need to cancel or reschedule your appointment. If this occurs:

- **Notification Process:**
 - An appropriate administrator, practitioner, or associated colleague will notify you of the cancellation as soon as possible.
 - A follow-up will occur (either by the same individual or another team member) to reschedule your appointment at a mutually convenient time.
- **Fee Exemption:**
 - No cancellation or rescheduling fees will apply for cancellations or rescheduling initiated by the practice.

3. Cancellations or Rescheduling at the Practice

Occasionally, while you are present in the clinic, the practitioner may determine that your appointment needs to be cancelled or rescheduled due to unforeseen circumstances.

- **Immediate Booking Support:**
 - In such cases, the practitioner will assist you in booking your next appointment directly at the clinic to ensure convenience and clarity.
- **Fee Exemption:**
 - No cancellation or rescheduling fees will apply in these instances.

4. Late Policy

We strive to accommodate all customers; however, punctuality is essential to ensure smooth operations and minimise disruptions. The following late-arrival guidelines apply:

- **Blood Test Appointments:**
 - Arriving **later than 10 minutes** for a blood test appointment will result in the appointment being cancelled, and a charge equal to the **no-show fee** (100% of the service fee) will be incurred.
- **B-12 Booster Appointments:**
 - Arriving **later than 5 minutes** for a B-12 booster appointment will result in the appointment being cancelled, and a charge equal to the **no-show fee** (100% of the service fee) will be incurred.
- **Contacting the Practice:**

- If you anticipate being late, please notify the practice at your earliest convenience. While every effort will be made to accommodate delays, cancellations due to lateness remain subject to this policy.
- **Discretionary Allowance:**
 - Arrivals later than the specified times may be accommodated at the discretion of the practice based on schedule availability, the nature of the delay, as well as effort to contact the practice.

5. No-Shows

A no-show occurs when a customer does not attend a scheduled appointment and provides no prior notice. These have a significant impact on operations, and the following guidelines apply:

- **No-Show Fee:**
 - In the event of a no-show, **100% of the service fee** will be charged to recover lost resources, time, and preparation costs.
- **Payment and Invoicing:**
 - No-show fees will either be invoiced directly or charged automatically through our secure online booking and payment system.
- **Exceptional Circumstances:**
 - If extenuating circumstances prevented attendance, we encourage customers to contact the practice promptly to discuss their case. Consideration may be given on a case-by-case basis.

6. Restrictions Due to Frequent No-Shows or Late Cancellations

To maintain fairness and accessibility for all customers, the following policy applies:

- **Booking Restrictions:**
 - Customers with **three or more no-shows or late cancellations** will no longer be permitted to book future appointments.
- **Notification:**
 - A formal written notification will be sent to customers affected by this restriction, providing clarity on the reasons for the decision and outlining any potential steps for reinstatement, if applicable.

7. Rescheduling

We understand that plans can change. If you need to reschedule:

- **Notice Period:**
 - Rescheduling requests must be made at least **48 hours prior** to the scheduled appointment time to avoid additional fees.
- **Rescheduling Fee:**
 - A fee of **25% of the service fee** will apply to cover administrative and operational costs.
- **Rebooking Restrictions:**

- Due to our booking system's limitations, rescheduled appointments cannot be booked within a **two-week period** of the original appointment date.
- **Payment and Invoicing:**
 - Rescheduling fees will either be invoiced directly or processed through our online payment system during the rescheduling process.
- **How to Reschedule:**
 - Appointments can be rescheduled via email, telephone, or the online booking system.

8. Refunds, Complaints, and Disputes

We are committed to transparency and fairness when addressing any concerns or disputes:

- **Refund Policy:**
 - Retained or charged fees under this policy are considered non-refundable, except in cases of errors or oversight on our part.
- **Complaints Process:**
 - To make a complaint regarding any aspect of this policy, please refer to our **Complaints Policy**, available on our website at www.pharmaheadclinics.co.uk/privacy-and-complaints. Our team is committed to handling complaints promptly and thoroughly.
- **Disputes:**
 - If you wish to dispute a fee or any action taken under this policy, you may contact us directly. Disputes will be reviewed in line with the Consumer Rights Act 2015, and all outcomes will be communicated in writing.

9. Our Commitment to Fairness

We are dedicated to applying this policy consistently, transparently, and with the utmost professionalism. Every effort is made to ensure minimal inconvenience to our customers while maintaining smooth operations and high-quality service.

Contact Information

If you have any questions or concerns about this policy, please do not hesitate to get in touch:

- **Email:** admin@pharmaheadclinics.co.uk
- **Telephone:** (+44) 7463 17286
- **Website:** www.pharmaheadclinics.co.uk