

Short-Notice Cancellation Policy

Missed Appointment & Short-Notice Cancellation Charges

We understand that occasionally plans can change or unexpected circumstances arise. However, appointments are reserved specifically for you, and we require **more than 24 hours' notice** if you need to cancel or rearrange your appointment.

Less Than 24 Hours' Notice

Cancellations made with **less than 24 hours' notice** will incur a **short-notice cancellation charge of £1 per minute**, based on the length of the appointment that was reserved.

For example:

- **30-minute appointment:** £30 cancellation charge
- **45-minute appointment:** £45 cancellation charge
- **60-minute appointment:** £60 cancellation charge
- **90-minute appointment:** £90 cancellation charge

This charge applies because we may be unable to offer the appointment time to another patient at such short notice.

Missed Appointments

If you fail to attend your appointment without prior notice, the same **£1 per minute charge**, based on the length of the appointment booked, will apply.

Please Give Us Notice

To avoid a short-notice cancellation charge, please contact us **more than 24 hours before your appointment** if you need to cancel or rearrange.

We appreciate that genuine emergencies can occur and these will be considered on an individual basis at the practice's discretion.

Thank you for your understanding and cooperation.