

Cancellation and no show policy

Clinic or practice name

Address

Phone and website for bookings

In force from

WHY WE HAVE THIS POLICY

Every missed appointment is a slot another patient was waiting for. Please let us know in good time if you cannot come, so we can offer it to someone else.

1. CONFIRMING YOUR APPOINTMENT

We send you a reminder _____ hours before your appointment. Please confirm it or tell us if you cannot attend.

2. CANCELLING OR MOVING

You can cancel or move your appointment free of charge at least _____ hours before, by phone, online or by message.

For tests and procedures that need preparation or specially ordered materials, the notice period is _____ hours.

3. LATE CANCELLATION AND NO SHOWS

If you cancel after the notice period or do not attend without telling us, a fee of _____ may be charged.

The fee is not payment for medical care; it covers the time set aside for you.

After _____ missed appointments, future bookings may need a phone confirmation or a deposit.

4. ARRIVING LATE

If you are more than _____ minutes late, we may shorten or move your appointment so the next patients are not kept waiting.

If we are running late, we tell you as soon as we can and offer another time if you prefer.

5. EXCEPTIONS

We do not charge in case of a medical emergency, a hospital stay or events you could not foresee.

If you have a fever or symptoms that could spread, tell us and we will move your appointment free of charge.

Patients who are minors or need someone with them are booked together with that person.

6. PERSONAL DATA

Your contact details are used for appointments and reminders, under the data protection rules of your country.

☐ I have read and understood the cancellation and no show policy.

Patient or legal guardian, signature

Clinic, signature

Date