



THE PODIATRY & BIOMECHANICS CO. CANCELLATION AND NON-ATTENDANCE POLICY

Cancellation Policy

- If you are late by 5 or more minutes to your appointment, you possibly won't be able to be seen by your Podiatrist and the full fee will be charged.
- If you do not attend your appointment (fail to attend), the full fee will be charged.
- If you do not attend your appointment without notice and have not contacted The Podiatry & Biomechanics Co. within 48 hours of your missed appointment, The Podiatry & Biomechanics Co. reserves the right to cancel all future scheduled appointments.
- The Podiatry & Biomechanics Co. and your treating Podiatrist reserve the right to refuse future bookings after multiple late cancellations (within 24 hours of appointment), non-attendances, or frequent patterns of cancellations/non-attendances.
- The Podiatry & Biomechanics Co. reserves the right to ask repeat offenders of the above mentioned to pay their consultation in full the day prior to their appointment. This fee is non-refundable if the patient then doesn't attend their appointment the following day.

Cancellation Fees

Our cancellation fees reflect the fact that a scheduled appointment time is reserved for you, and results in lost time and income if cancellations at short notice are unable to be refilled.

Our cancellation fees vary and are a direct cost to you and cannot be claimed through Medicare or Private Health Cover.

Cancellation fees must be paid in full prior to any subsequent appointments being attended or booked.

Non attendance (fail to attend)	Full fee
Late by more than 5 minutes and unable to be seen	Full fee