

Our Cancellation Policy

We understand that circumstances change, and appointments may need to be cancelled. We do not mind appointments being cancelled and are more than happy to assist with this when required. We do ask that if you need to cancel you:

- Try and give at least 24 hours' notice so that we can offer the space to someone else.
- Give as much notice as possible, especially if you are cancelling on the same day, at least an hour before the appointment time. If the cancellation notice is less than an hour, a note will be made on the computer so repeatedly cancelling like this can be monitored and therefore addressed. We do understand that sometimes things happen that are out of your control and again we will note this on your record.
- If you late cancel more than three times in a row you may not be offered another appointment and removed from the NHS list
- Speak directly to a member of the reception staff – please do not email
- Appreciate that when you cancel, there may be a wait before we can rebook the appointment.