

## Terms and conditions of booking

An automatic appointment notice will be sent to the email address that you have provided as soon as you book. A booking only constitutes a confirmed appointment when we have also received either valid insurance details or full payment.

We reserve the right to decline to accept any appointment without explanation, although on the very rare occasions that this might happen we will normally give you a reason. If an appointment has been confirmed we will do our utmost to honour it, but if we have to cancel or reschedule the following conditions apply:

- a. if we cancel a confirmed appointment we will return your payment;
- b. if we reschedule a confirmed appointment we will offer you the earliest available alternative;
- c. if we give you less than 48 hours' notice of rescheduling a confirmed appointment we will in addition to offering you the earliest available alternative refund 20% of your appointment fee or discount a future appointment by the same amount.

If you reschedule an appointment whether insurance- or self-funded, we will offer you the earliest available alternative but, where you give us less than 48 hours' notice we may at our discretion apply a charge of 20% of the relevant self-funded appointment fee.

If you cancel a self-funded appointment, the following conditions apply:

- a. if you cancel more than five days ahead of the scheduled appointment a full refund will be given;
- b. if you cancel less than five days but more than 48 hours ahead of the scheduled appointment an 80% refund will be given;
- c. where cancellation is less than 48 hours ahead of the scheduled appointment, refunds will be entirely at our discretion.

If you cancel an insurance-funded appointment less than 48 hours ahead we may, subject to the policies of your insurer, make a claim for the full amount against your insurance.