

Cancellation and Refunds policy

An appointment is not created until we have issued confirmation of it to the email address that you have provided. We will confirm on receipt by us either of verified insurance details (including payment of any excess) or of full payment. If, after 24 hours, you have not received a confirmation email from us and believe that you should have, please contact us.

We reserve the right to decline to accept any appointment without explanation, although in practice 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 need to reschedule an appointment, we will offer you the earliest available alternative but, where you give us less than 48 hours notice we will apply a charge of 20% of the appointment fee. If you cancel an appointment, the following conditions apply:

- a. a 100% refund will be given where cancellation is more than five days ahead of the scheduled appointment;
- b. a 50% refund will be given where cancellation is less than five days but more than 48 hours ahead of the scheduled appointment;
- c. where cancellation is less than 48 hours ahead of the scheduled appointment, refunds will be entirely at our discretion.