

Cancellation and Failure to Attend Policy

If your appointment time becomes inconvenient for you, we are always happy to change this with 48 hours notice. With adequate notice we are able to offer the slot to other patients who are need of care. For this reason we have a Failure to Attend and Short Notice Cancellation Policy in place. Our goal in communicating our cancellation and failed to attend policy is to avoid any extra charges being passed on to the patient.

Failure to provide us with 48 hours advance notice or failure to present for a scheduled appointment will result in a cancellation or failure to attend fee. This fee will equate to 60 euro per 30 minutes of appointment time booked.

For treatments of 60 minutes or longer a deposit will be required at the time of booking.

If a patient fails to attend 2 appointments or cancels at short notice 4 times within a 2 year period of time, we reserve the right to deny any further appointments.

It is understandable that sometimes cancellations cannot be helped due to emergencies and we will take all valid circumstances into account.

We thank you for your cooperation and understanding.