



## **MISSED APPOINTMENT POLICY**

Please keep us informed if your appointment is no longer required, as early as possible, to avoid incurring a 'Missed Appointment Fee'.

A fee of \$50 will be invoiced to you, should you fail to attend a scheduled appointment, or give less than 24 hours' notice of cancellation.

Whilst we don't like sending out missed appointment fees to our clients, our missed appointment policy ensures we have appointments available to help others who depend on our services.

If you provide evidence of a missed appointment due to urgent hospitalisation, pandemic-related lockdown or Government-directed home-isolation, the missed appointment fee that applies will be waived.