

CANCELLATIONS AND FAILURE TO ATTEND APPOINTMENTS

When are SMS reminders sent?

Initial Consult: the day before and the day of your appointment.

Report of Findings (Second Consult): the day before and the day of your appointment.

Dry Needling: the day before and the day of your appointment.

Standard or Cold Laser Consults: the day of your appointment. Appointments before 9am also receive a reminder the day before.

Remedial Massage Appointments: the day before and the day of your appointment.

If you fail to receive an SMS reminder, please call us to review your phone number on file.

Please bear in mind that if you do not receive a reminder, it remains your responsibility to be mindful of our Cancellation Policy.

CANCELLATION POLICY

Since we turn away other clients to hold your appointment, any missed appointments or late cancellations will result in a cancellation charge. If your late cancellation is due to family tragedy or illness, we will gladly reschedule and waive the cancellation fee.

If you need to cancel or reschedule your appointment:

- Please call us on 07 49 426 930 or email admin@andersonfamilychiro.com.au
- A minimum of 4 hours' notice for Initial & Second Consults and Dry Needling appointments
- A minimum of 8 hours' notice for Remedial Massage appointments
- We reserve the right to ask for Pre-Payment or enforce a Failure to Attend or Late Cancellation fee for the above-mentioned consults if timeframes not adhered to

First Failure to Attend or Late Cancellation: Client provided with a hard copy of the policy.

Second Failure to Attend or Late Cancellation: Client to pre-pay \$50 for their next appointment.

Third or Subsequent Failure to Attend or Late Cancellation: Client forfeits their \$50 pre-payment and will be asked to pre-pay for their next appointment.

Missed appointments or late cancellations disadvantage other clients who could have been seen in the time set aside for you. Please advise us as soon as possible if you cannot attend an appointment as this allows us to offer your appointment to someone else who may need urgent treatment.