



24-Hour Cancellation Policy

Our aim at Ivybridge Podiatry is to see everyone promptly on a day and time that is convenient to them. We also want to keep our charges as low as possible. Late cancellations and missed appointments mean that this is not always possible. To try and overcome the problems caused by late cancellations and missed appointments we now operate the following cancellation policy.

1. If you are unable to attend an appointment but give us at least one working days' notice (24 hours minimum) no penalty will be applied.
2. For the first missed appointment and/or late cancellation no charge will be applied, although appointment deposits already paid will be retained at the discretion of the practitioner. Written notice will be sent to you reminding you of our cancellation policy and advising you that any further missed appointments and/or late cancellations will be liable to a charge.
3. For the second missed appointment a charge of 50% of the treatment fee will be due.
4. For the third missed appointment a charge of 100% of the treatment fee will be due.
5. Written notice will be sent to you confirming any missed appointment charge along with a reminder of our cancellation policy.
6. All missed appointment and late cancellation charges must be paid before any further appointments can be made.
7. If three or more appointments have been missed subsequent appointments will have to be paid for at the time of booking. These prepayments are non-refundable but can be transferred to another appointment if the original appointment is cancelled within the conditions of our cancellation policy.
8. Under exceptional circumstances Ivybridge Podiatry may waive any missed appointment or late cancellation charge but will do so at its **sole discretion**.
9. Any deposits paid are non-refundable in the event of a no show or late cancellation (24 hours minimum), otherwise they can be refunded or transferred to a new appointment if necessary.

Ivybridge Podiatry reserves the right to change the terms of this cancellation policy at any time.