
1. Purpose and Scope

- 1.1 Our clinic is committed to providing the highest quality care and accommodating all patients effectively. To ensure we can best serve everyone, please review our cancellation policy below:

2. Notice Period

- 2.1 If you need to cancel or reschedule your appointment, we kindly request a minimum of **24 hours' notice**. This allows us to offer your appointment time to another patient in need.

3. Late Cancellation Fee

- 3.1 Appointments cancelled with **less than 24 hours' notice** will incur a **cancellation fee equivalent to 50% of the scheduled consultation fee**. This fee helps cover the time and resources reserved for your appointment.

4. Missed Appointment Fee

- 4.1 If an appointment is missed without any prior notice (i.e., no-show/failed to attend), a **no-show fee equal to the full consultation fee** will be charged.

5. WorkCover Patients

- 5.1 For patients attending appointments through WorkCover, if you fail to attend your appointment and our clinic is unable to obtain authorisation for payment from WorkCover due to the missed appointment, **you will be personally liable for the full cost of the consultation**. To avoid this, please ensure any cancellations are made in accordance with our 24-hour notice period.

6. Exemptions

- 6.1 We understand that emergencies and unforeseen circumstances can arise. If you are unable to attend due to an emergency, please contact us as soon as possible, in these circumstances we will consider waiving the cancellation fee.

7. How to Cancel

- 7.1 Cancellations can be made by calling our clinic during business hours or via email:

New Lambton Podiatry – admin@newlambtonpodiatry.com.au

Merewether Podiatry – admin@merewetherpodiatry.com.au

Thank you for your understanding and cooperation with our cancellation policy. This policy ensures that we can continue to provide timely appointments and high-quality care to all patients. This policy is effective as of November 2024 and will be regularly reviewed.