



CANCELLATION AND RESCHEDULING POLICY

Effective Date: 21.08.26

1. APPOINTMENT BOOKING

When you book an appointment, you are reserving time specifically for you. This helps us manage our schedule and ensure availability for all patients.

2. CANCELLATION NOTICE PERIODS

24-Hour Notice:

Cancel or reschedule with 24 hours' notice = No charge

Cancellation with less than 24 hours' notice = Full appointment fee charged

Failure to attend without cancellation (no-show) = Full appointment fee charged

Non-refundable payment applies

3. RESCHEDULING APPOINTMENTS

You may reschedule without charge if 24 hours' notice is given

Rescheduling with less than 24 hours' notice may incur a rescheduling fee or cancellation charge

To reschedule, contact us as soon as possible

Contact Methods:

Phone: 07732 174621

Email: shorelinephysio@outlook.com

Text: 07732 174621

4. EMERGENCY CANCELLATIONS

We understand that genuine emergencies occur. If you must cancel due to:

Acute illness

Family emergency

Transport failure

Medical emergency

Please contact us immediately. We will consider waiving cancellation charges in genuine emergency circumstances on a case-by-case basis.

5. CONSECUTIVE MISSED APPOINTMENTS

If you miss two consecutive appointments without notice or cancellation, we reserve the right to:

- Discharge you from our clinic
- Offer future appointments subject to payment in advance
- Contact you to discuss your attendance

6. PAYMENT RESPONSIBILITY

Cancellation Fees:

- Are invoiced to the contact details provided
- Must be paid within 7 days if no card details are held
- No refunds are issued for cancellations made within the notice period, as the appointment slot is reserved for you.

7. REPEATED CANCELLATIONS

Patients who frequently cancel with short notice may be asked to:

- Provide payment in advance for future appointments
- Consider whether they can commit to treatment
- Discuss their needs with the therapist

8. CLINIC CANCELLATIONS

If Shoreline Physiotherapy cancels or reschedules your appointment, we will:

- Provide 48 hours' notice where possible
- Offer an alternative appointment time
- Not charge you any fee
- Provide a full refund if you paid in advance

9. INCLEMENT WEATHER/EMERGENCIES

In cases of severe weather or emergency situations, we will:

- Contact you to offer rescheduling
- Not charge cancellation fees
- Provide a credit for a future appointment

10. COURSE OF TREATMENT

If you discontinue treatment after your initial appointment:

- You are not obligated to continue
- A cancellation fee does not apply to future courses of treatment unless you had paid in advance

11. PAYMENT FOR CANCELLED APPOINTMENTS

Payment Methods:

- Debit/credit card on file will be charged automatically
- If no card is on file, you will receive an invoice within 7 days
- Payment must be received within 14 days of invoice date

12. EXCEPTIONS

Cancellation charges may be waived if:

- Grounds for reasonable complaint exist
- The patient can provide evidence of emergency
- At the discretion of the clinic manager
- Where the patient is unwell on the day

13. DISPUTES

If you dispute a cancellation charge:

- Contact us within 7 days of the charge
- Provide relevant details or evidence
- We will review and respond within 14 days