

## **Cancellation Policy**

At **Chelmer Footcare**, we understand that plans can sometimes change. If you need to cancel or rearrange your appointment, we kindly ask that you provide sufficient notice so that we can offer the appointment to another patient.

### **Standard Appointments**

Appointment reminders are sent by SMS and/or email three days before your appointment.

We require a minimum of 24 hours' notice to cancel or rearrange any standard appointment.

Appointments cancelled with less than 24 hours' notice, or appointments that are not attended without prior notice, will incur a 100% cancellation fee, equal to the full cost of the booked appointment if that appointment slot cannot be filled.

### **Nail Surgery Appointments**

Appointment reminders are sent by SMS and/or email four days before your nail surgery appointment.

Due to the additional clinical time and preparation required, nail surgery appointments require a minimum of three working days' notice if you need to cancel or rearrange.

Appointments cancelled with less than three working days' notice, or appointments that are not attended without prior notice, will incur a 50% cancellation fee.

### **Payment of Cancellation Fees**

Cancellation fees can be paid in person, securely over the phone, or via a secure payment link sent by SMS or email.

### **How to Cancel Your Appointment**

- Calling our reception on 01245 269069. If the line is busy, please leave a voicemail.
- Clicking the cancellation link contained in your appointment confirmation or reminder email.
- Sending us a message via WhatsApp using the link on our website.

### **Thank You**

Thank you for your understanding and cooperation. Our cancellation policy helps us make appointments available to other patients who may be waiting for treatment.