

## **Terms and Conditions**

### **Late cancellation**

We enforce a 24 hour cancellation policy at the clinic for any appointments made.

You are liable to pay for the cost of the session if cancellation is made under 24 hours to the treatment start date and time. If your insurance company are liable and they do not pay, the patient in question is liable for this fee.

### **Missed appointments**

If you arrive late to a session, the session will begin on your arrival and end at the scheduled time. As not to effect the next appointment.

If you are more than 15 mins late; your chiropractor/therapist may cancel the session at their discretion.

Cost for this time is incurred by the scheduled patient.

Reminders are sent on the date of booking your appointment along with a follow-up email 2 days prior to your appointment. Please check the date and time of your booking.

### **Mistakes in booking**

Please select the booking and appointment type carefully. Mistakes in selecting the wrong appointment type are down to the scheduled patient and not the clinic. If you have selected the wrong appointment in error, please contact us as soon as possible. No refunds will be given if booking is deemed an error by the scheduled patient or the person making the booking.

All patients not seen by a chiropractor at the clinic previously, legally require an initial assessment, before any treatment can commence. This allows the chiropractor to examine and assess your injury, before deciding

whether treatment is deemed necessary or a referral to another health care provider is required.