

# Missed or Cancellation Appointment Policy

**By proceeding with your booking, you are confirming you agree with our policies below.**

## Missed or Cancelled Appointment Policy

### Overview

Our goal is to provide quality health care to all patients in a timely manner and we value the time that we spend with you, as we do all our patients. For this reason we keep a waiting list. When you miss your appointment, or don't give us adequate notice when you cancel, our time is lost and others miss out.

**Please be aware of our policy regarding missed or cancelled appointments and feel free to contact us if you would like to discuss further or require any assistance.**

### Appointment Cancellation

When you book your appointment, we are holding a space on our calendar that is no longer available to our other patients. In order to be respectful of your fellow patients, please contact the clinic as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call at least 24 hours in advance. Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

### How to Cancel Your Appointment

- **Respond to your confirmation message** which you will receive 48hours prior to your appointment.
- **Call us at 0396903013** during business hours talk to a member of the team or if necessary, you may leave a detailed voicemail message. We will return your call as soon as possible.
- **Send us an email to [info@windwaterhealth.com.au](mailto:info@windwaterhealth.com.au)** with brief message and your appointment details so we can update the bookings and reply.

### Late Cancellations/No-Shows

A cancellation is considered late when the appointment is cancelled less than 24 hours before the appointed time. A no-show is when a patient misses an appointment without cancelling. In either case, we will charge the patient 50% of their appointment fee.

For new patients' first appointments are required to be paid in full at time of booking and is non-refundable where there is a no show or late cancellation.

### Late Payment Fees/Cost Recovery

A late payment fee of \$15 will be applied to outstanding accounts after 14 days and every 7 days until the account is settled. After 28 days the debt will be transferred to a debt recovery professional and legal action is commenced.