

Cancellation and Non-Attendance Policy

Introduction

This Cancellation and Non-Attendance policy is to provide information to you, the patient/client, on how Maitland Myotherapy & Sports Massage manages refunds in their practice.

Practitioner Obligations

Maitland Myotherapy & Sports Massage are committed to providing a professional service to all patients/clients and carry out that service with due skill and care.

With your approval, emails are sent confirming your appointment at the time of booking.

Reminder SMS texts are sent 24 hours before your appointment as a proactive approach on our behalf.

Failure to provide **fair and reasonable** notice will result in a charge for your appointment to allow us time and opportunity to fill the vacancy created.

Patient/Client Obligations

If you cannot attend an appointment, notice should be given as soon as possible by text message or call [0435 714 833] or email [chris@maitlandmyo.com.au], prior to the scheduled treatment commencement time. If the patient/client arrives late, then the consultation will be shortened. No full or partial refunds will be provided, nor discounts offered.

Cancellation / No-Show Fees

You may cancel or reschedule your appointment without charge any time up to and including the day preceding your appointment.

For cancellations/reschedules on the day of an appointment, the following fees will be applied:

When greater than 3 hours notice is given:

- A fee will be applied equal to **50% of the full fee.**

When less than 3 hours notice is given:

- A fee will be applied equal to **100% of the full fee.**

Failure to attend any appointment without notice will be required to pay the 100% of the full fee.

****If I can fill a cancelled appointment, NO FEES will be applied****

Complaints

Refunds will not be provided upon presentation of a complaint. Refer to Compliment and Complaint Managing Policy.