



## MISSED APPOINTMENT POLICY

**We require 24 hours notice of cancellation so that appointments can then be filled by clients on our “waiting list”.**

**Clients will be charged the following fees when missing an appointment without providing the required 24 hour notice.**

### PHYSIOTHERAPY

<u>Missed Appointment</u>	<u>Fee</u>
20 Minute	\$40
30 Minute	\$50
45 Minute	\$70
60 Minute	\$85

### Massage Therapy

<u>Missed Appointment</u>	<u>Fee</u>
30 Minute	\$40
45 Minute	\$50
60 Minute	\$70
90 Minute	\$100

## EXEMPTIONS

Missed Appointment Fees will not be charged only in the following cases;

- When the client calls the clinic on the day of their appointment (at least 3 hours prior to their appointment time) to advise that they are feeling ill or have “COVID-19 like” symptoms and will not attend
- When after conducting “risk assessment” the SCP therapist declines to offer treatment to a client
- When it is a first “Missed Appointment” or it has been more than 6 months since the client had another Missed Appointment “incident” on their account (whether they were charged a fee at that time or not)
- When (at the sole discretion of clinic management) “extenuating circumstances” have resulted in the Missed Appointment.

Francine Doré

Clinic Director