**Appointment Management and Cancellation Policy**

In order to provide quality podiatry care to patients and use the clinical time effectively we request where possible that future appointments are made in advance at the time of the previous appointment with the clinician or on the online booking system. This will minimise the time patients have to wait. The online Cliniko booking system sends confirmation and reminders via text and email. Where this is not possible email or leave an answerphone message and your enquiry will be answered later that day or on a Monday if you leave your message at the weekend.

We will only cancel your appointment or delay it in unavoidable circumstances. We will contact you as soon as possible to explain and reschedule at the earliest availability or offer you priority for future appointments.

We require 24 hours notice for cancellation or delay of appointment. Failure to attend at short notice is chargeable and occurs costs for the clinic as the time could be used for other patients in urgent need. We have a waiting list for cancellations so other patients in need of treatment can be seen. Please cancel your booking in advance to prevent the fee for the full cost of your appointment.

We understand that sometimes genuine emergencies and illness are unavoidable and will take account of these circumstances if we are contacted in advance of your appointment.

Failure to attend or short notice cancellation of 2 appointments will result in no further appointments at the Foot Retreat.