Cancellation Policy for Facial Aesthetics

Purpose

This policy establishes guidelines for the cancellation and rescheduling of appointments at Facial Aesthetics. The policy aims to minimise disruptions while respecting the time of both our patients and healthcare providers.

Scope

This policy applies to all patients of Facial Aesthetics and encompasses all types of appointments including consultations, treatments, and follow-up visits.

Policy Statement

Facial Aesthetics recognises that patients may occasionally need to cancel or reschedule their appointments. This policy sets forth the expectations and procedures for appointment cancellations to ensure efficient clinic operations and fair access to our services for all patients.

Procedures

Cancellation Notice

- Patients are required to notify the clinic of a cancellation or need to reschedule at least 72 hours in advance of their scheduled appointment.
- Cancellations or rescheduling requests can be made via phone, email, or through our online booking system.

Late Cancellations and No-Shows

- Late cancellations (notices given less than 72 hours before the appointment time) and no-shows may be subject to a cancellation fee of £150.
- Repeated late cancellations or no-shows (e.g. three instances within a six-month period) may result in a temporary suspension of the ability to book appointments in advance or a deposit being taken for future appointments.

Emergencies and Exceptions

- We understand that emergencies and unforeseen circumstances can occur. Exceptions to this policy will be considered on a case-by-case basis, particularly in the event of a medical or family emergency.
- Patients are encouraged to provide as much notice as possible in these situations.

Rescheduling Appointments

- Patients wishing to reschedule their appointment should do so as soon as possible to ensure availability. Rescheduled appointments are subject to the same 72-hour notice period.
- We will make every effort to accommodate rescheduling requests based on appointment availability.

Clinic-Initiated Cancellations

- On rare occasions, the clinic may need to cancel or reschedule appointments due to unforeseen circumstances. In such cases, patients will be notified as soon as possible and given priority for rescheduling.

Refunds

- Any deposits or prepayments for appointments that are cancelled within the policy terms will be fully refundable or transferable to a rescheduled appointment.

Communication of Policy

- This policy is communicated to patients at the time of booking, displayed prominently in the clinic, and available on our website.
- New patients will be informed of this policy during their first visit or consultation.

Responsibility

- The clinic staff is responsible for managing appointment schedules and adhering to this cancellation policy.
- Patients are responsible for understanding and complying with the policy terms.

Review and Amendments

- This policy will be reviewed periodically and may be amended to reflect feedback from patients and staff or changes in clinic operations.
- The most recent cancellation policy and timeframes will be provided on our website and will supersede previous communications.
- We will also stipulate the current notice period and cancellation charge on your most recent appointment confirmation.

This cancellation policy is designed to be fair and transparent, balancing the needs of the patients with the operational requirements of the clinic. Clear communication of this policy to patients is crucial to ensure understanding and compliance. Regular reviews and updates will help maintain its relevance and effectiveness.

Dated: 24th July 2024
Review Date: September 2024