

**Drumsturdy Road**

**By Kingennie**

**Angus**

**DD5 3NY**

**Tel: 01382 737808**

**www.appletreeclinic.com**

# CANCELLATION POLICY

At Appletree all our practitioners want to be able to provide you with the very best of care and attention that we can. We try to be available during the times our patients need and in order to achieve this we appreciate your help in keeping our schedule running efficiently.

If you do need to change or cancel an appointment, we ask that you notify us **by phone** at least 24 hours in advance of the appointed time. This allows us the best opportunity to offer the appointment to someone else who may need it urgently.

**PLEASE NOTE: Cancellations cannot be accepted via social media.**

In our continuing commitment to provide the best experience to all our patients and out of consideration for our practitioners’ time, we have adopted the following policies:

## Late arrival

Late arrivals can set back our schedules significantly. If you arrive late, your session may be shortened to the remainder of your original scheduled appointment. If you arrive more than 10 minutes late, you may be asked to reschedule. If you feel you are going to be late please call the clinic on 01382 737808 as soon as possible.

## Cancelling an appointment

You may cancel or reschedule your appointment prior to 24 hours in advance without charge. If, however, you cancel or reschedule within the 24 hour period before your appointment time you may be charged 100% of the fee for the appointment.

## Not attending a scheduled appointment

If you do not attend for a scheduled appointment and do not provide advanced notice, you will be charged the full price of the scheduled visit. We understand that unforeseen circumstances can occur and if this is the case, please call the clinic and let us know at the earliest opportunity.

If you have several missed or late appointments, we reserve the right to decline to treat you in the future.

Thank you for your cooperation.

Kevin McGhee DO LicAc MBAcC