



# SPINE, LIMB & SCOLIOSIS

Integrated Musculoskeletal Allied Healthcare

## Cancellation & No-Show Policy

At Spine, Limb & Scoliosis, we are committed to providing exceptional care to all our patients. To ensure that we can accommodate everyone effectively, we have established the following:

### **Appointment Cancellations and Rescheduling**

We kindly request that you provide at least 24 hours' notice if you need to cancel or reschedule your appointment.

Cancellations made less than 24 hours before the scheduled appointment may incur a cancellation fee, which could be up to the full cost of the session.

Failure to attend an appointment without prior notice (a 'no-show') will result in a fee equivalent to the full appointment cost.

### **How to Cancel or Reschedule**

You can cancel or reschedule your appointment by:

- Calling us at (07) 4125 1003
- Emailing us at [enquiries@spinelimband scoliosis.com.au](mailto:enquiries@spinelimband scoliosis.com.au)

### **Exceptions**

We understand that emergencies and unforeseen circumstances can occur. If you are unable to provide 24 hours' notice due to such events, please contact us as soon as possible. We will assess these situations on a case-by-case basis and may waive the cancellation fee at our discretion.

### **Repeated Cancellations or No-Shows**

Patients who frequently cancel appointments with short notice or fail to attend scheduled sessions may be required to prepay for future appointments or may have restrictions placed on their ability to book new appointments.

### **Late Arrivals**

If you arrive late for your appointment, your session may be shortened to ensure that subsequent patients are not delayed. If you are more than 10 minutes late, we may need to reschedule your appointment, and a cancellation fee may apply.

We appreciate your understanding and cooperation with this policy, which helps us provide the best possible care to all our patients.

## **REVOLUTIONISING RECOVERY**