

Cancellation Policy

Our goal is to provide the best care possible to all our patients and cancelled, late, or missed appointments may not only affect your treatment plan but could also cause inconvenience to others.

We understand that sometimes there are unavoidable reasons for having to cancel or reschedule an appointment, and we are happy to assist you with this without any charge up to 24 hours before your scheduled appointment.

We will do our best to reschedule your appointment to a new time that is available. However, we cannot guarantee when we will have an available appointment as our appointments do get booked up quickly.

See below for our full cancellation policy.

Cancellation

If you are not able to keep your appointment, please let us know with at least 24 hours' notice.

Your appointment is filling a space in our diary that another patient may need, and it would be a shame for others to miss out.

If you do not provide at least 24 hours' notice, there is a chance you could be charged 50% of your appointment fee.

If you do not notify us that you no longer require your appointment, you could be charged 100% of your appointment fee.

Late appointments

If you are going to be late to your appointment, please let us know as soon as possible. We will need to decide whether your appointment can still go ahead or if we will need to reschedule. Starting an appointment late could affect the timings for the rest of the appointments for that day, which is not fair on our other patients who expect us to be running on time.



How to cancel your appointment

Should you need to cancel your appointment, please contact us by phoning 07885201904, if necessary, please leave a detailed voicemail and we will cancel your appointment.

Alternatively, you may email lytchettbaychiropractic@gmail.com or text 07885201904 with your surname, the appointment date, and time that you wish to cancel.

If you are familiar with our online booking system, there is the ability to cancel your appointment by logging in to your account and managing your appointment. You will not be able to do this if there is less than 24 hours until your appointment.