

Cancellation Policy

Introduction

We understand that sometimes clients need to cancel an appointment. We simply ask that you notify us as soon as possible and a minimum of 24 hours before your scheduled appointment.

Missed appointments or appointments not cancelled in an appropriate amount of time are a lost opportunity for us to help another client. We ask that you make every effort to keep your scheduled appointment and to arrive on time.

A fee applies to any appointment that is missed or cancelled without one business day's notice. The fees are as follows:

Missed Appointments

For all clients who miss an appointment with no prior verbal communication to Point 2 Point Physiotherapy, 100% of the scheduled appointment fee will be charged.

Cancelled Appointments

More Than 24 Hours Notice

For all clients who give more than 24 hours notice that you will not be able to make an appointment, you are free to either cancel or rescheduled to a suitable time.

Less Than 24 Hours Notice or Same Day Cancellation

For all clients who give less than 24 hours notice that you will not be able to make an appointment, 100% of the scheduled appointment fee will be charged.

Point 2 Point Physiotherapy may waive this fee in extenuating circumstances.

If your appointment can be rescheduled on the **SAME DAY** (schedule permitting), no fee will be charged.