

## **Cancellation Policy**

Missed appointments and late cancellations not only affect your progress but can cause inconvenience for other patients who are desperate to see their practitioner but are unable to get an appointment.

To not unnecessarily inconvenience patients who urgently need care, appointments must be cancelled or rescheduled 24 hours in advance to allow reception to schedule someone else in to that slot, so please give 24 hours' notice if you cannot attend your booked appointments.

MGM Clinics recognise that situations can arise where it is not always possible to attend your appointments but unfortunately, due to the number of late cancellations and/or no shows we have been experiencing recently, we have decided to impose a mandatory late cancellation fee, which will be charged at the full price of the appointment missed.