

Cancellation and Non-Attendance Policy

Overview

At My Local Physio Plus we endeavour to keep our appointments running on time, every time. When you book an appointment with our practitioners, their time is dedicated to your treatment.

We also realise that sometimes emergencies come up and your plans change. *We get it!* But with high demand for our services and waitlists in place, we hope you understand our need for a policy on non-attendance and cancellations!

Physiotherapy and Exercise Physiology

Our clinic abides by the Australian Physiotherapy Association guidelines with an 8-hour policy for all cancellations and changes of appointments. This allows enough time for your appointment to be reallocated to other clients.

If you wish to change or cancel your appointment, we require at least 8-hours' notice by phone, SMS, or email, otherwise a non-attendance fee of \$25 may apply.

Exercise Groups

Due to the waitlists we now have, and being considerate to the preparation required from our clinicians for a class, we hope you understand that if you do not attend a class without advising us, **a fee of \$15 for non-attendance may apply.**

Clinical Reformer Pilates

Our reformer classes have a strict cancellation policy due to demand for class spots, and whilst we are looking to increase our class options, we hope you respect and value the fact we retain a spot for you as priority. But please let us know in advance if you are unable to attend!

If you do not attend 2 weeks in a row without advising us, unfortunately we will be unable to reserve your spot in that class.

If you are giving less than 8 hours' notice, you will be charged a fee of \$25 to cover the cost of running the group.

We understand everyone is busy – but to help remind you we will send an SMS asking for you to confirm your attendance. **If you need to cancel you MUST call the clinic not just reply No to the SMS.**

Remedial Massage and Acupuncture

With waitlists continuing to grow and demand increasing to extreme levels, we are seeking your support to stay in touch if life demands mean you can't attend your appointment.

With waitlist management we need a few hours to be able to fill the appointment time if you cancel. Therefore, the following cancellation and missed appointment policy now applies.

If you miss an appointment without advising us or you cancel within 2 hours of an appointment, we will need to charge a fee of 50% of the service you were to receive.

It's only fair if you can't attend that someone else can take this chance. Stay in touch well in advance – this is all we ask!

Thank you for your help in advance.

We trust you understand the need for such a policy and its fairness.

But if you have any questions about this policy our reception team will be happy to explain further.