

Oxona Healthcare Booking & Cancellation Policy Statement

Patients who need to cancel or reschedule an appointment are requested to give 48 hours' notice.

Appointments cancelled with less than the required notice, failure to attend without prior notice, or arrival more than 5 minutes late will be subject to the full appointment fee.

Patients who arrive more than 5 minutes late will need to reschedule their appointment. A rushed or shortened appointment increases clinical risk, putting additional pressure on the doctor and you. We deem this unsafe and will enforce this policy to ensure the safety of all our patients and maintain the highest possible standards of care.

Refunds are not provided for appointments that have been completed. Where Oxona Healthcare needs to cancel an appointment, patients will be offered the opportunity to reschedule. If rescheduling is not suitable, a full refund will be issued.

All self-pay appointments require either full payment in advance or a deposit at the time of booking. Fees are reviewed periodically and may be subject to change.

Insured patients must provide a policy number, authorisation code, and card details at the time of booking. Any missed appointments or cancellations outside of the 48-hour window will be charged at full price to the patient.

In exceptional or unforeseen circumstances, cancellation charges may be reduced or waived at the discretion of Oxona Healthcare.

By booking an appointment, patients confirm that they have read, understood, and agreed to this policy.