

## **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 10 minutes late may be subject to a charge equal to the full appointment fee.

Patients who arrive late may have their appointment shortened to minimise disruption to subsequent appointments. In some cases, it may not be possible to proceed with the appointment and it may need to be rescheduled.

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 of any fees paid 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 agree to this policy.