



Beth Kavanagh Naturopathy BHSc ANTA

NO-SHOWS AND CANCELLATIONS

Statement of Purpose

The purpose of this policy is to set a standard approach for managing cancellations to ensure fairness and transparency.

Definitions

Cancellation is considered an appointment cancelled when notice of cancellation is given more than 24 hours prior to the appointment.

Late Cancellation is considered an appointment cancelled when notice of cancellation is given within 24 hours of the scheduled appointment.

No-Show is considered an appointment that has not been cancelled and the client did not show up to the appointment.

Policy

- Clients must provide 24 hours notice prior to the scheduled appointment if they wish to cancel
- In the event of a late cancellation, cancellation fees up to 100% of the consultation fee must be paid prior to the next scheduled appointment

Procedure

Processing Cancellations:

When a client cancels an appointment via email or phone more than 24 hours in advance of the appointment time, the appointment must be updated in Simple Clinic to 'Cancelled', with a note made of the reason for cancellation and offer to book another appointment.

If a client responds cancels their appointment via the Simple Clinic portal, they must be contacted to acknowledge the cancellation, seek reason for the cancellation and offer to book another appointment.

Handling Late Cancellations:

Where a client requests to cancel their appointment with less than [24] hours notice, seek a reason for the late cancellation and offer to book another appointment. If the cancellation fee has been applied, then advise that this amount will need to be paid prior to the next booked appointment.



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It is the Practitioner's discretion to determine whether a late cancellation fee will be charged.

Handling No-Shows:

If the client does not show up for their appointment, a call or message will be made to the client to check on their welfare, advise of the no-show fee and attempt to book another appointment.

Repeat Cancellations:

A serial offender who does not provide any notice before missing multiple appointments may not be given the opportunity to rebook with this clinic.

Policy Updates

This Policy may change from time to time and is available by emailing bethkavanaghnaturopathy@gmail.com.

Policy Complaints and Enquiries

If you have any queries or complaints about this Policy, please use the email above or contact via:

www.bethkavanaghnaturopathy.com.au

0419 007 768

Related policies, forms and legislation

Terms and Conditions (Consent)