

NON CLINICAL PROTOCOL	APPOINTMENT CANCELLATION POLICY
STATUS	CURRENT/ACTIVE
NUMBER	Medikas/NCP/19
DATE	October 2019
DISTRIBUTION	PM/Reception Manager/STAFF Handbook

Cancellation Policy

Persons who book appointments or for others acting on their behalf:

Are aware of the cancellation policy and requirements to inform Medikas in a timely manner

Understand the fee imposed for not providing reasonable notice of cancellation

Please be aware of Medikas Medispa's appointment cancellation policy.

1. When booking an appointment, Medikas Medispa will take a deposit of £50 for any booking made with the medical team.
2. On attending your appointment, the deposit can be either credited to any treatments or products purchased or refunded.
3. If you need to cancel or amend your booking please let us know as soon as possible. Any appointment must be changed or cancelled at least 48 hours prior to your appointment time, otherwise the cancellation fee will be charged and your deposit will be lost.
4. The cancellation fee reflects the cost of staffing incurred by us and the loss of revenue to the clinic for that appointment.
5. If notification of cancellation is provided 48 hours prior to appointment, the full deposit will be refunded to your credit card.
6. A patient is deemed to have 'not showed' if they are more than 15 minutes late for their appointment and have made no contact with Medikas Medispa.

7. We will send either email or text notification of any charges made.
8. The charge may be waived at the discretion of the Medikas Medispa Management team.

Appointment cancellations can be made by any of the following methods:

- **Phone:** 0117 973 6661 or 01458 840555
- **Email:** info@medikas.co.uk
- **In Person:** Come into either of our clinics during our opening hours and speak to one of our helpful staff.