



**Merseyside** **HEALTH**  
Physio | Rehab | Therapy

### **Clinic Cancellation Policy**

**Please read carefully before booking appointments.**

Merseyside Health is a busy private physiotherapy practice. We have a limited number of appointments to offer our patients and our self employed therapists time is valuable. Therefore, we have a strict policy on failure to attend and late cancellations.

- **If you do not attend your physiotherapy appointment without letting us know, or cancel with less than 2 hours notice on the day of your appointment, you will be charged the full cost of your appointment.**
- **Cancellation on the day of the appointment with more than 2 hours notice will result in a charge of 50% of the cost of your appointment.**
- **Cancellation or re-arrangement one working day prior to your appointment will not incur any charges\*.**

**\*Please note that an email or voice mail left after 5pm the day before your appointment is not sufficient notice to refill an appointment.**

We will always make reasonable adjustments to help our clients. If we can rearrange your appointment to a different time on the same day for example you will not be charged.

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Thanks for your understanding