



Clinic Cancellation Policy

To help us manage appointment availability and offer cancelled slots to other patients, we ask that you notify the clinic as soon as possible if you are unable to attend your appointment for any reason.

Charges for failure to attend or late cancellation

If you fail to attend your appointment, or if you cancel or notify the clinic less than 24 hours before your scheduled appointment time, you will be charged the full cost of the appointment. Work priority, feeling better, feeling worse or logistical difficulty reaching the appointment are not considered valid reasons for a late notice or cancellation.

How to avoid cancellation fees

Appointments can be rearranged or cancelled online via your booking confirmation email. Alternatively, please contact the clinic directly on 0151 433 2459. Our booking line is open Monday to Friday 8am to 6pm and Saturdays 9am to 2pm. Out of hours, the booking line is monitored by an AI assistant. You can also send an email to info@merseysidehealth.com.

Please provide context. Our reception team are compassionate and understanding if you have suffered a bereavement, a family emergency or are suffering with a communicable illness, concessions to the policy will be considered on a case-by-case basis.

How cancellation fees are applied

Where a late cancellation or no-show fee is applied, we kindly ask that clients respect our administration team. Our policy is to maintain fairness and consistency. You will be sent an invoice via our automated system and we kindly request that this is cleared within 48 hours of the appointment date. Payments can be made via bank transfer or over the phone with the reception team directly. Please ensure fees are cleared before your next appointment to avoid a delay to future treatment as outstanding fees will flag to your treating clinician.

Failure to pay

Merseyside Health retains the right to withhold future appointment bookings until outstanding fees have been paid. This will be applied consistently across all our locations and practitioners.

Thankyou in advance for your understanding and compliance with this policy

Yours sincerely

Ben Watkins

Clinic Director

Merseyside Health Ltd