

## **Cancellation & Missed Appointment Policy for Stryde Physiotherapy & Acupuncture**

### **Notice Period**

To ensure fair access to appointments for all clients, we kindly ask for a **minimum of 24 hours' notice** if you need to cancel or reschedule your session.

### **Late Cancellations (Less Than 24 Hours' Notice)**

If you cancel or reschedule **with less than 24 hours' notice**, a **50% fee** of the appointment cost may be charged.

### **Missed Appointments / No-Shows**

If you do not attend your appointment **without providing any notice**, the **full appointment fee** will be charged.

### **How to Cancel**

Cancellations can be made via:

- Phone (07350 507209)
- Email (strydephysiotherapy@gmail.com)

Please ensure your message is received, cancellations are not valid until confirmed.

### **Why This Policy Exists**

Late cancellations and missed appointments limit availability for other clients who may need care. This policy helps ensure fairness and allows the clinic to operate efficiently.