

Cancellation Policy

Newcastle Lymphoedema & Lipoedema Clinic Cancellation Policy

If you have **any cold/flu symptoms**, sore throat, cough, headache, runny nose, fever/chills, vomiting/diarrhea, allergies/hay fever, undiagnosed rash, or are generally feeling unwell. Please cancel and re-schedule your appointment.

A cancellation fee of your 50% appointment deposit will be incurred if you come to your appointment sick.

24-Hour Cancellation Notice

- For all appointments, a minimum of 24 hours' notice is required for cancellations.
- Please email and phone us to ensure your cancellation is received, as emails alone can be unreliable.

Cancellation Fees

- **Late Cancellations (less than 24 hours' notice):** This will forfeit your 50% deposit of the allocated appointment cost. You will be required to pay a 50% deposit for any future appointments and all future appointments will be cancelled until the payment is received.
- **Last-Minute Cancellations (over the weekend or 24 hours before a 9:00 am appointment):** A fee of 100% of the allocated appointment cost is required, as these times cannot be refilled on short notice. The balance of your deposit amount is required via Bank Transfer, Osko Payment or Credit Card over the phone, no future appointments will be made until payment has been made.
- **No Shows** Without notice, patients who do not show up for their appointments will forfeit all deposits paid and may not be invited back to the clinic.

We appreciate your understanding and cooperation in ensuring that our clinic can run smoothly and accommodate all patients effectively.