

# CANCELLATION POLICY



At Synergy Health Physiotherapy and Pilates, we place high importance on our patients' time. We make every attempt to schedule your appointments at your convenience. When an appointment is booked, that time slot is set aside **exclusively for you.**

In the event of needing to cancel an appointment with us, we ask for a **minimum of 24 hours notice.** This allows us to offer the appointment time to another patient who may need urgent treatment.

Since we turn away other patients to hold your appointment, any missed appointments or cancellations with less than 24 hours notice will result in a cancellation charge.

We understand that situations arise, such as illness, where notice will be within 24 hours. In these situations we will gladly reschedule your appointment and waive the cancellation fee.

Thank you for your understanding.

*The Synergy Health Team*