**Cancellation policy**

**We request a 24 hour notice period for appointment cancellations.**

Cancellations can be made by:

Telephone- 01189340926 / 07720933192

Email- [admin@fitandable.co.uk](mailto:admin@fitandable.co.uk)

***Please note cancellations for Monday appointments need to be made before noon the Friday before.***

For self-funding or privately insured patients, failure to comply will mean you will be liable to pay for the full cost of the missed appointment.

For NHS patient’s failure to comply, may result in the loss of your physiotherapy allocation and your GP will be informed.

We accept there are, on occasion exceptional circumstances where the notice period could not be given, and allowances can be made at the discretion of our practice manager if a reasonable explanation is provided.