



## **Cancellations**

We understand that you may at times need to cancel or reschedule an appointment. If you need to do so, we kindly request you give us sufficient notice before your appointment time, so that other patients have an opportunity to be seen.

### **Cancellation of standard appointments**

A minimum of 2 hours' notice for all standard appointments is required when cancelling or rescheduling an appointment. Failure to give notice within this time frame incur a 'did not attend fee' equal to the GAP fee

### **Cancellation of skin checks and procedures**

A minimum of 24 hours' notice for all skin checks and procedures is required when cancelling or rescheduling an appointment. Failure to give notice within this time frame will result in a 'did not attend' and your deposit will be forfeited.

If you have any cold/flu/respiratory symptoms you will be required to reschedule your procedure/skin check appointment, failure to do this within an appropriate time frame will result in a forfeit of your deposit