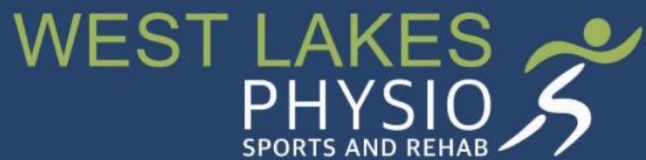


A: 105 West Lakes Blvd West Lakes 5021
E: admin@westlakesphysio.com.au
P: 08 8347 2043
F: 08 8451 1551



CANCELLATION AND RESCHEDULING POLICY

At West Lakes Physio, our mission is to deliver exceptional care and rehabilitation through Physiotherapy treatments & supervised classes. With our Practitioners and group classes consistently fully booked, we aim to minimize disruptions caused by no-shows, late arrivals, and cancellations, ensuring the smooth running of our practice. Please take note of our policy concerning missed and late cancellation/rescheduling of appointments.

If cancellation or rescheduling becomes necessary, we kindly request at least 24 hours notice. Our appointments are highly sought after, and your early notice enables us to offer the slot to another patient in need.

To cancel or reschedule your appointment, you can reach us via telephone at 8347 2043. For after-hours calls, please leave a detailed message. Additionally, you can email us at admin@westlakesphysio.com.au or reply to your SMS confirmation message.

Late Cancellations, Rescheduling, and No-Shows Fee

A cancellation or reschedule is deemed late if made less than 24 hours before the appointed time. A no-show occurs when a patient misses an appointment without cancelling.

If you confirm your appointment but fail to attend, you will be charged a no-show fee, which must be settled to continue receiving care at our clinic. If we call you to confirm your appointment and you do not attend, you will also be charged a no-show fee.

Upon the first instance of canceling or rescheduling a Physiotherapy consultation or supervised class without adequate notice, a note will be added to your file, and you will be reminded of our cancellation policy to prevent future missed appointments.

Subsequent missed appointments or late cancellations/rescheduling will incur a fee of \$30 for individual appointments and \$20 for group exercise classes.

Should you hold a permanent place in our Physio supervised class and fail to notify us of your cancellation within the required time on more than two occasions, your permanent booking will be cancelled. You'll then need to rebook your classes when vacancies arise.

Please note that Motor Accident Insurance and Workers Compensation Insurance do not cover charges for non-attendance. Any fees incurred under this policy must be paid by the patient.

NDIS patients will be charged the full fee for missed appointments and for cancellations less than 24 hours if we were unable to fill the appointment, as per the NDIS pricing arrangements.

Thank you for your cooperation.