

Cancellation & No-Show Policy

In order to provide our clients with the best possible care, we operate on an appointment-based system. No-shows, late-comers and late cancellations impact greatly on our ability to provide a high-quality service, by taking away an available spot from others in need, or by interrupting the smooth running of the practice.

Out of respect for our audiologist's time and our other clients, we require at least **24 hours** notice if you need to reschedule or cancel your appointment.

We do not accept cancellations via E-mail or text, please call the office to change the details of your appointment.

If less than 24 hours notice is given for a cancellation, a cancellation fee corresponding with the appointment type scheduled will be issued. Even if the appointment would typically be covered under your service plan, a minimum \$25 charge would apply. Consideration may be given for unavoidable circumstances. This fee is not covered by compensable bodies and must be paid by the client.

If you are running late, please give us as much notice as possible. We will attempt to accommodate you, however, if there is a client booked immediately after you, your appointment may not be able to be completed and the no-show fee will be applied to your account.