**FEES & POLICIES (updated Apr 2024)**

**CANCELLATION POLICY**

You can cancel your appointments at any time.

You can cancel and reschedule your appointments at any time.

However, in both instances the following terms apply:

**NEW PATIENT APPOINTMENT ONLY:**

* A £10 non-refundable booking and admin fee is included in the total price charged. This is to cover the costs of booking, banking and admin fees that are incurred by me, even if you cancel your appointment.

**FOR ALL APPOINTMENTS:**

* Cancellations / rescheduling with MORE than 48 hours’ notice (from your appointment start time) will not incur any cancellation fees.
* If rescheduling a New Patient Appointment, please contact me by email or text on [sirene@salisburycourtyard.co.uk](mailto:sirene@salisburycourtyard.co.uk) or 07877 753639, to do this for you, otherwise the system will charge you twice for your appointment.
* Cancellations / rescheduling with less than 48 hours’ notice from your appointment time will result in a cancellation charge of £10.00.
* Same day cancellations / rescheduling (from 00:01am on the day of your appointment) will incur the full appointment charge.
* Missed clinic appointments (where the patient fails to turn up) will incur the full appointment charge.

**REFUNDS FOR NEW PATIENTS**

* Any prepayments (minus the booking fee, and the cancellation charge if applicable) can be refunded to you or held on account for you to use at a later date. Please let us know at the time of cancellation which you would prefer.

**PAYMENT POLICY**

New patient appointments are pre-paid at time of booking, for all other appointments payment is due by the end of each appointment and can be made by cash, or debit card. Sorry, I am unable to take cheques. If you are paying for a relative’s care and wish to organise payments, please contact me for more information on bank transfers or card payments via telephone.

**LATE ARRIVALS POLICY**

Appointment duration allows the appropriate time for procedures to be carried out to a high standard within a safe environment. Late arrivals hinder patient care, disrupt the clinician, and inconvenience other patients, so please arrive in time for your appointment.

A late arrival will result in either:

1. a reduced treatment within the remaining appointment time;
2. the cancellation and rescheduling of the appointment.

If you are more than 10 minutes late for your appointment the appointment will be cancelled and rescheduled. All decisions are solely at the clinician’s discretion. Please note you will still be charged the full appointment fee in both situations.

**MASK POLICY**

I have developed several health conditions and from time to time may request patients, and anyone who accompanies them, to wear a mask to help decrease my risk of infection. When the mask wearing policy is in place there are no exceptions. If you do not bring a mask with you then you can purchase one at the clinic.

**FAQs**

*If you have any other questions which are not covered here, see the FAQs page in the website footer. If you still need further information, please email:* [*sirene@salisburycourtyard.co.uk*](mailto:sirene@salisburycourtyard.co.uk) *I would be happy to answer any queries.*

*Sirene Cleife*

*BSc (Hons) MRCPod, MInstChP*