



## Booking and Cancellation Policy

Terms of Service - Physiotherapy rights to cancel

THIS POLICY SETS OUT YOUR RIGHTS TO CANCEL OR RESCHEDULE YOUR APPOINTMENT

*Nuffield Health Physiotherapy Cancellation Policy*

*This policy set out your rights and the terms to apply to any appointment made which you now wish to cancel.*

Call us on:

**0300 123 2202**

Mon - Fri 8am-8pm  
Saturday 8am-1pm

### ➤ YOUR RIGHTS TO CANCEL AND APPLICABLE REFUND

1. Most Appointments carry a charge if cancelled by providing short notice. Subject to rules below which impose a charge for any cancellation giving less than 24 hours' notice, you may cancel your appointment at any time within 7 days of making your booking.
  - a) Most appointments carry a charge if they are amended or cancelled within 24 hours of the schedule appointment start time, or if you fail to attend your appointment on-time. These charges can vary and are up to the full cost of the appointment. Please contact the dedicated booking line if you would like to confirm the applicable cancellation, amendment or non-attendance charge for your specific booking.
2. Subject to the following terms, you have the right to cancel or reschedule your appointment and you can do so by contacting the booking line in advance of your appointment within working hours 08:00 - 20:00 Monday to Friday and 08:00 - 13:00 on Saturdays, excluding bank holidays. Dedicated booking line contact number: 0300 123 2202

### ➤ NUFFIELD HEALTH RIGHTS TO CANCEL AND APPLICABLE REFUND

3. If we have to cancel your appointment for any reason:

- a) We may have to cancel an appointment due to an event outside our control or the unavailability of the relevant Nuffield Health Professional. We will promptly contact you if this happens.

➤ **INFORMATION ABOUT US AND HOW TO CONTACT US**

Nuffield Health a Registered Charity Number: 205533 (England & Wales), a Charity Registered in Scotland Number: SC041793 and a Company Limited by Guarantee Registered in England Number 576970 and whose registered office is at Epsom Gateway, 2 Ashley Avenue, Epsom, KT18 5AL if you have any questions or if you have any complaints, please contact us. You can contact us by telephoning our Customer Service team at 0845 045 4845 or by e-mailing us at [inbound.team@nuffieldhealth.com](mailto:inbound.team@nuffieldhealth.com)

If you wish to contact us in writing, or if any clause in this cancellation policy requires you to give us notice in writing, you can send this to us by e-mail, by hand, or by pre-paid post to Customer Services, Epsom Gateway, 2 Ashley Avenue, Epsom, KT18 5AL. If we have to contact you or give you notice in writing, we will do so by e-mail, by hand, or by pre-paid post to the address you provide to us in the order.