

APPOINTMENT CANCELLATION POLICY

We understand that there are times when other commitments clash with appointments made in advance. Therefore, we do send out reminder text messages one week prior to your appointment to give you time to confirm or change your appointment.

If you wish to cancel your scheduled appointment, please contact our office at least 48 business hours prior to your appointment. As our clinics are in high demand, early cancellation will allow other patients the possibility of seeing the doctor; and provide consistent clinic list management.

There are various ways to contact us to make sure you cancel or reschedule your appointment with the required period:

Office Number: 9515 8537 (Mon-Thurs 8.30am-4.30pm) *Voicemail is available afterhours.*

Off-Site Number: 8005 4701 (Friday only 8.30am-1.00pm)

Email: info@melanoma.net.au

Website Contact Form: www.melanoma.net.au

Late Cancellation/No Show Terms

- **A cancellation, or changes to an appointment** is considered late when the appointment is cancelled/changed less than 24 business hours before the appointment time.
- **A 'No Show'** is when an appointment is not attended without cancelling.
- A late cancellation or no-show without reasonable explanation may result in a non-refundable fee of \$70.
- **Please note:-** No subsequent appointments will be booked until the late cancellation/no show fee is settled.
- **For repeated occurrences of late cancellations or no-show's (3 within a calendar year)**, any subsequent appointments will need to be pre-paid. This payment will be forfeited if you cancel/reschedule within 24 business hours, or you do not attend.